

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No.	71-794478585	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address		City	Bellevue	Involved Dir	Florence Chevrolet, Inc.	Safety	Yes
State	KY ZipCd	Con Acct		Source	Phone	Updated	1/18/2010 03:58:18 PM
Serial #/VIN	1G1AL55F071	Model Year	2007	Priority	Medium License # CHEVROL	Owner	RJOHNS35
Make	Chevrolet	Warr. Start	05/28/2007	Status	Open	Opened	1/15/2010 08:46:11 AM
Model	Cobalt	Mileage	29800	Sub-Status	Dissatisfied	Closed	
Abstract	ESIS Steering (Inoperative)						
Customer Description	This is a BRC PAR File. Please do not Assume. DO NOT ADVISE. Forward all inquiries to Renee @ ext 21071						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond	Fire Report	Police Report
Owner	1/10/2010 10:30:00 AM	N	0	2	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	DOB	Height	Weight	Disabilities			
		5'9"	4/30/1986		None			
Insurance Agency Name	Insurance Agent First Name	Phone #	Insurance Agency					
Unknown	Shannon	(859) 491-5100	Desmond Brothers Inc.					
Incident Loc	Corner of Westwood Northern Blvd and Montana, Cincinnati, OH			Incident Desc	Her son began to proceed in a left turn, the wheel felt like it locked b/c the steering would not allow him to straighten the vehicle from the left turn. The veh scrapped the curve and the right fender of the veh brushed up against the telephone pole			
Component	Steering			Damage Desc	front end suspension, front end fender			
Vehicle Loc	Tom Gill Chevrolet 7830 COMMERCE DRIVE FLORENCE, KY 41042-1568 (859) 371-7568			Add'l Info				
Emergency Svc Names	Cincinnati, OH Police Dept. Officer Joyce			Maint Loc	Maintenance at TOM GILL CHEVROLET			

PAR Detail

Collision	Y	Non Collision	N	Property Damage	N	Thermal Evt	N	Spec Equip	none
Vehicle Speed	20	Weather Condition	Dry	Prop Owner	n/a	Property Type	n/a		
Last Service Date	1/8/2010	Loc Last Service	Tom Gill Chev	Property Location	n/a	Prop Est Repair Cost	\$0.00		
Veh Est Repair Cost	\$1,906.00	Spec Equip Installer	n/a	Prop Damage Description	n/a				
Primary Veh Use	Personal	Inspection Type	Steering and Suspension Sys	Inspected By	Inspection Not Performed	Inspection Date/Time			
Veh Damage Description	front suspension and front fender			Explain Other	File Forward to ESIS: Insurance Company Involved				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 04:02:44 PM	RJOHNS36	RJOHNS36	Inbound Call Dealer	Complex Request	Done	1/18/2010 04:08:26 PM	Service Manager Jim Shrout called in
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
Service Manager Jim Shrout called in.

He states that his Collision Center Mgr states suspension appears to be broken when the vehicle impacted with the curve. There is no steering history concerns expressed prior to the customer allegation.

Vehicle History from the dealership:
Sept 09 Tires and alignment

Crs advised dealer the case will be sent to our Central Claims office for further handling.

Dealer understood

Renea Solo/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 03:58:38 PM	MARTIRAM	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		ESIS - Insurance Involvement
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
Insurance Company: Desmond Brothers Inc.
Claim Rep: Shannon (Last name unknown)
Contact # (859) 491-5100
Claim# 1054068

Ramiro Martinez/PA/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 03:58:18 PM	MARTIRAM	MARTIRAM	Ownership Changed	Ownership Escalated to BRC	Done	1/18/2010 03:58:18 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 02:08:29 PM	RJOHNS36	RJOHNS36	Scheduled Follow-up	Other	Scheduled Alarm		Dehner ESIS Pick Up

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 12:04:12 PM	RJOHNS36	MARTIRAM	Notify CRM		Done	1/18/2010 03:58:10 PM	Escalation to ESIS Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code

FYI the BRC TYPE not changed...my rights not updated

Steering Inoperative causing collision
has insurance company involvement

Insurance Company: Desmond Brothers Inc.
Claim Rep: Shannon (Last name unknown)
Contact # (859) 491-5100
Claim# 1054068

How insurance is involved? Customer is in a rental provided by the insurance company. Insurance company has provided estimated repair cost for the vehicle.

Renee Solo/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created By	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 12:02:28 PM	RJOHNS36	RJOHNS36	BRC PAR	Business Case	Done	1/18/2010 12:04:10 PM	PAR Case Assessment
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
Customer's allegation is the steering was inoperative and caused the collision.
Customer seeks to know why the steering was inoperative.
Catherine Dehner has the insurance company is involved.
CRS will be forwarding case to ESIS for further handling.
Renea Solo/PAR/ATX

Confidential Comments

Created By	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 11:08:38 AM	RJOHNS36	RJOHNS36	Inbound Call Customer	Complex Request	Done	1/18/2010 11:19:04 AM	called in
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
see initial

Renea Solo/PAR/ATX

Confidential Comments

Created By	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:50:03 AM	RJOHNS36	RJOHNS36	Scheduled Outbound Call	Cancelled - Cust Called Prior	Done	1/18/2010 11:08:38 AM	called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
2nd attempt

complete initial

call back 1/18/10 between 2-4pm cst.

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:40:24 AM	RJOHNS36	RJOHNS36	Outbound Call Customer	Left Message	Done	1/18/2010 10:40:54 AM	called

Contact Last Name	Contact First Name	Account	BAC Code

see ack.

Renea Solo/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:40:12 AM	RJOHNS36	RJOHNS36	Outbound Call Dealer	Left Message	Done	1/18/2010 10:40:40 AM	called Service Manager Jim Shrout @ (850) 371-7566

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS called and attempted to speak with Service Manager Jim Shrout.

Crm left message on voicemail with the SR#, customer name, vin# and requesting information regarding the vehicle. CRS provided contact information.

Renea Solo/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:06:53 AM	MARTIRAM	RJOHNS36	Ownership Changed		Done	1/18/2010 10:08:53 AM	Service Request Ownership has changed FROM: AQUILAFL TO: RJOHNS36

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:05:00 AM	MARTIRAM	RJOHNS36	BRC PAR	Initial Contact- Phone	Done	1/18/2010 11:34:20 AM	called

Contact First Name	Contact Last Name	Account	BAC Code

CRS verified pre-PAR and PAR detail information.

Cust sts: Her son began to proceed in a left turn, the wheel felt like it locked b/c the steering would not allow him to straighten the vehicle from the left turn. The veh scrapped the curve and the right fender of the veh brushed up against the telephone pole

Cust seeks: to know why the steering is inoperative.

Crs asked are you currently in a rental vehicle? Who placed you in a rental vehicle? Yes, by the insurance company

CRS advised : due to the nature of the case, the file will be escalated to The Central Claims Office. It can take up to 10 business days for the case to be picked by Central Claims. By the 10 business day (14 calendar days) the office will then release their new claim number and assigned representative. If you have not received, a call from the Central Claims office by the 10th business day, give me call and by that time they should have released the information to me. crs provided customer my contact information.

Renea Soto/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:04:58 AM	MARTIRAM	RJOHNS36	BRC PAR	Initial Contact- Dealer	Done	1/18/2010 12:02:20 PM	called Service Manager Jim Shrout @ (859) 371-7568

Name	Account	BAC Code

Comments

TOM GILL CHEVROLET
7830 COMMERCE DRIVE
FLORENCE, KY 41042-1568
(859) 371-7568

CRS attempted to speak with SVC MGR but was not available.

Crm left message on voicemail with the SR#, customer name, vin# and advised after speaking with the customer, the file will be sent to our Central Claims office for further handling. CRS provided contact information.

Renea Soto/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:04:55 AM	MARTIRAM	RJOHNS36	BRC PAR	Initial Contact- AVM	Done	1/18/2010 11:55:16 AM	called FFOM Keith Rustie 830092 8463
Contact Last Name	Contact First Name	Account	BAC Code				

This is Renea calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.

The request number is: 71-794478585

The Customer's name is:

The dealer involved is: Tom Gill Chevrolet

Located in: FLORENCE KY

The vehicle is a: 2007 Chevrolet Cobalt

With current mileage: 29,800

The last 8 digits of the VIN# are: 71

This involves: Customer allegation is the steering was inoperative and caused the collision. We will be sending the file to our central claims ESIS office for further handling.

This message is for informational purposes only. However if you do have any questions please feel free to give me a call. My phone number is 866-790-5700 ext 21071.

Renea Solo/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:04:49 AM	MARTIRAM	RJOHNS36	BRC PAR	Acknowledgement	Done	1/18/2010 10:49:15 AM	called
Contact Last Name	Contact First Name	Account	BAC Code				

CRS attempted to contact customer. Customer was not available. CRS left message:

CRS Adv: This is Renea calling from the GM Product Allegation Dept. I have received your file and do require further information. Please return my call at 866-790-5700 x 21071

Renea Solo/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:04:43 AM	MARTIRAM	RJOHNS36	Notify CRM		Done	1/18/2010 10:29:35 AM	file assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Received

Renea Solo/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:04:34 AM	MARTIRAM	RJOHNS36	Research		Done	1/18/2010 10:32:23 AM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

No Open Related Recalls

No Previous Related Claim History

No Branded Title

No Warranty Block

Customer/ VIN Scan: No Previous Related Cases

Renea Solo/PAU/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:04:10 AM	MARTIRAM	RJOHNS36	BRC PAR	Case Assigned	Done	1/18/2010 10:29:38 AM	file assigned to Renea Solo ext 21071
Contact Last Name	Contact First Name	Account	BAC Code				

Received

Renea Solo/PAU/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:04:01 AM	MARTIRAM	AQUILAFL	SR Opened		Done	1/18/2010 10:04:01 AM	SR in Status of Closed has been Re-Opened by MARTIRAM
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2010 10:03:59 AM	MARTIRAM	AQUILAFL	SR Closed - Dissatisfied		Done	1/18/2010 10:04:00 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/15/2010 09:33:02 AM	AQUILAFL	MARTIRAM	Escalation	Initiate PAR	Done	1/18/2010 10:03:56 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Received and assigned in PAR.
Ramiro MATXWorkflow Par

Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/15/2010 09:47:02 AM	AQUILAFL	AQUILAFL	Inbound Call Customer	Complex Request	Done	1/15/2010 09:44:47 AM	Alleged product allegation-Property damage

Contact Last Name	Contact First Name	Account	BAC Code

Cust states: the car has a Defective product failure. On Sunday her son was driving, stopped at the red light, when it turned green he wanted to turn left and had no steering stability. Very small curve where the Phone pole is, he embraced it. There is no sign of the accident. Insurance did not get into the accident scene. The veh is not drivable. It is at AT dnt TOM GILL CHEVROLET Insurance is dealing with it as if it were an accident, but it is not an accident. It is a product failure. No report made. Officer's name: Joydce sensinaty police department. Nobody got hurt. He was turning away from the lane but got up in the lane since he did not have steering stability. Air Bag did not deploy. Son was driving the veh and he was with her girlfriend. GM: 859-342-2862 Jeff Shelton.

Cust seeks: for assistance.

CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC. They will call her within 2 business days. Contact cust info for Tuesday: 513-861-1260

Emma/CAC/BA/TIER 1/LVL0

Confidential Comments

Service Request Detail

UCC Information

UCC Code	Symptom	Description
M01	Inoperative	Steering - General

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AL55F077 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	1AL69 -2007 COBALT 4-DOOR LT SEDAN		Warranty Start Date :		05/28/2007		
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	TOM GILL CHEVROLET 7830 COMMERCE DRIVE FLORENCE, KY 41042-1568 (859) 371-7566		Selling Source :		13 - CHEVROLET		
			Site Code :		09496		
			Business Associate Code :		158906		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Aid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
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SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.
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APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	05/28/2007	36 miles	05/28/2010	36,000 mile
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/28/2007	36 miles	05/28/2013	100,000 mile
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	05/28/2007	36 miles	05/28/2012	100,000 mile
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/28/2007	36 miles	05/28/2015	80,000 mile
36/100000 FEDERAL EMISSION	05/28/2007	36 miles	05/28/2010	100,000 mile

CLAIM HISTORY

R.O. Date	R.O.	Type	Labor Operation	Odometer
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	Number			Re	mg
01 2010	320410	#	D1322 - MOTOR AND/OR FAN, BLOWER - R&R OR REPLACE	20	01
03 2008	289892	#	Z2175 - \$15 MAINTENANCE CARD PROMOTION	8	01
04 2007	P59000	#	Z2084 - ROADSIDE SERVICE (FLAT TIRE)	300	01
06 27 2007	276816	#	P9641 - LAMP ASSEMBLY, EXTERIOR - STOP, TAIL AND TURN SIGNAL - LER	8	01
07 20/2007	A31189	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		01

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
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06/23/2007	834	01	#	Z2084 - ROADSIDE SERVICE (FLAT TIRE)	N/A	C	N/A	\$42.75	
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Repair Order Date :		06/27/2007		Repair Order Number :		276816		Odometer Reading :			
Served By :	TOM GILL CHEVROLET 7830 COMMERCE DRIVE FLORENCE, KY 41042-1568 (859) 371-7560					Selling Source :		13 - CHEVROLET			
						Site Code :		09408			
						Business Associate Code :		15800			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Units
06/27/2007	809	01	#	10961 - LAMP ASSEMBLY, EXTERIOR - STOP, TAIL AND TURN SIGNAL - LFF		N/A		N/A	N/A	\$23.75	

Repair Order Date :		04/20/2007		Repair Order Number :		A31189		Odometer Reading :		Yes	
Served By :	TOM GILL CHEVROLET 7830 COMMERCE DRIVE FLORENCE, KY 41042-1568 (859) 371-7560					Selling Source :		13 - CHEVROLET			
						Site Code :		049			
						Business Associate Code :		15800			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Cost	Units
04/20/2007	79	01	1	27040 - PRE-DELIVERY INSPECTION - BASE		N/A	N/A	N/A	100		

CHECK HISTORY

Vehicle Has No Associates Check History.											
--	--	--	--	--	--	--	--	--	--	--	--

GM Vehicle Inquiry System Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN	1G1AL55F077
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VEHICLE BUILD

Merchandising Model :	1A1.69 -2007 COBALT 4-DOOR LT SEDAN		
Gross Vehicle Weight Rating :	1713 kg (3777 lb)	Order Number :	KWMN
Build Date :	04/20/2007	Build Plant :	177A

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle's invoice or window sticker.

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AI9 - SENSOR INDICATOR INFLATOR RESTRAINT, FRT PASS. CHILD PRESENCE DETECTOR
AP3 - REMOTE VEHICLE START	AR9 - DELUXE FRONT BUCKET SEAT
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FATTING	AU3 - POWER DOOR LOCKS W/ REMOTE KEY ENTRY
B34 - FLOOR MATS, FRONT/REAR	B35 - REAR FLOOR MATS
B31 - BODY COLOR, BODYSIDE MOLDINGS	C67 - ELECT. FRONT AIR CONDITIONER
D67 - BODY COLOR POWER MIRRORS	D36 - MIRROR L/S R/V TILT
F11 - SUSPENSION SYSTEM-SOFT RIDE	F19 - FEDERAL EMISSIONS
F21 - TRANSAXLE 3.63 RATIO	F17 - INTERIOR TRIM DESIGN
J41 - BRAKE, FRONT DISC/REAR DRUM	K31 - CRUISE CONTROL
K61 - 115 AMP GENERATOR	L11 - ASSEMBLY PLANT - FORT MYER, FL
M11 - ENGINE, 2.2L DOHC 4V ECOTEC	M13 - 4 SPEED AUTO. TRANSMISSION
M20 - TRANSMISSION, 4 SPD AUTO. MATIC	N17 - FEDERAL EMISSION TIER 2
N17 - TRACTION CONTROL	N15 - 3 SPOKE STEERING WHEEL
P11 - 15" STEEL WHEEL	P11 - P195/60R15 TOURING BW
R6K	R11 - PREMIUM PAINT
R61 - SPRING WHOLESALE FLOOR PLAN PLUS	R11 - HEATED LEATHER ALPINE BUCKET SEATS
X11 - X11 TRACKING CODE	X11 - STOCK ORDER

U04 - BASE SPEAKER SYSTEM	U88 - AM/FM STEREO CD PLAYER & MP3 PLAY
V03 - FRONT LICENSE PLATE BRACKET	V17 - OWNERS MANUAL ENGLISH
V05 - STATEMENT OF VEHICLE CERT.- U.S./CANADA	11T - 11T BASE PACKAGE
1S2 - OPTION PACKAGE DISCOUNT	11C - GRAY
11C - GRAY	10U - SPORT RED TINT COAT
11R - FRONT SPRING	11R - FRONT SPRING
11A - REAR SPRING	11A - REAR SPRING

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bryan Schwartz
Claims Administrator

February 12, 2010

Catherine Dehner
905 Taylor Ave Apt 2
Bellevue, KY 41073

RE: Claimant: Catherine Dehner
 Our File No.: 683613
 Our Client: General Motors LLC
 Date/Event: 1/10/10
 Subject vehicle: 2007 Chevrolet Cobalt
 VIN: 1G1AL55F077 [REDACTED]

Dear [REDACTED]

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

5

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
11. Advise of any injuries.
12. Advise if there is any property damage other than the subject vehicle.
13. Advise the mileage for the subject vehicle.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Bryan Schwartz
Claims Administrator

Kenneth G. Hawley

Attorney at Law
810 Sycamore Street, 5th Floor
Cincinnati, Ohio 45202
Tel: (513) 338-5640
Fax: (513) 579-8703
E-mail: kenhawley@cincilaw.net

February 17, 2010

VIA FAX ONLY - 313-665-0911

Ms. Debbie Roach
ESIS GM Claims Unit
300 Renaissance Center
MC 482C19B61
Detroit, Michigan 48265

Re: [REDACTED] Claim No. 683613

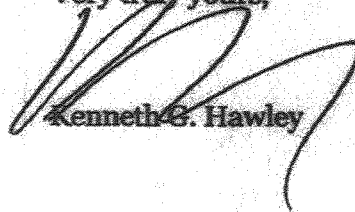
Dear Debbie:

Please accept this letter as notification of my representation of [REDACTED] in her claim against Chevrolet/General Motors. This claim relates to the January, 2010 power steering failure of her 2007 Chevrolet Cobalt resulting in an accident.

Future correspondence and telephone communications regarding this matter should be directed to me. If I am not be available for your telephone call, you may also speak with my assistant, Lori Zimmerman, to whom you spoke today.

I look forward to hearing from you promptly upon receipt of this letter. Thank you for your cooperation.

Very truly yours,


Kenneth G. Hawley

KGH/lz

cc: [REDACTED]

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No.	71-795816357	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address		City	Crystal Springs	Involved Dir		Safety	Yes
State	MS ZipCd	Con Acct		Source	Phone	Updated	1/28/2010 09:20:35 AM
Serial #/VIN	1G1AZ55F177	Model Year	2007	Priority	Medium License #	Owner	MLCAKTE
Make	Chevrolet	Warr. Start	09/22/2006	Status	Open	Opened	1/20/2010 12:11:47 PM
Model	Cobalt	Mileage	57000	Sub-Status	Dissatisfied	Closed	
Abstract	(ESIS) Power steering						
Customer	DO NOT ADVISE ON THIS FILE FOR ANY REASON!						
Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Teresa Micak ext: 41345						

Pre-PAR

Owner	1/14/2010 04:30:00 PM	Y	0	2	Asphalt	Dry	unknown	unknown
Driver Last Name		Driver First Name		Height	DOB	Disabilities		
			62	3/19/1982	no			
Insurance Agent Last Name		Insurance Agent First Name		Phone #		Insurance Agency		
Granger	Ruth		(601) 892-5554			Alpha Insurance Company		
Incident Loc	just got out of the interstate highway 55 headed north to Jackson, crystal Springs MS.			Incident Desc	driving down the highway steering stiffened up i slowed down but lost control it started to spin and we hit a ditch and the vehicle flipped several times and we landed in the median			
Component	power steering.			Damage Desc	totaled.			
Vehicle Loc	Barettes Body shop			Add'l Info				
Emgcy Svc Names	Mississippi Highway Patrol			Maint Loc				

PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	none
Vehicle Speed	70		Weather Condition	clear			Prop Owner	none
Last Service Date			Loc Last Service				Property Location	none
Veh Est Repair Cost	\$0.00		Spec Equip Installer	none			Prop Damage Description	none
Primary Veh Use	Personal		Inspection Type	Steering and Suspension Sys	Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Totaled				Explain Other	ESIS for injury		

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
		03/19/82	Occupant of Owner's Vehicle		Driver	unknown
Arduy	Discretion		Medical Room		Treatment Location	Treatment B
	Knee Injury		unknown		-Hardy Wilson Hospital	unknown
Street Address				MS	39059-8924	
1046 Cupid Ln			Crystal Springs			
First Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
		09/19/86	Occupant of Owner's Vehicle		Front Passenger	unknown
			Medical Room		Treatment Location	Treatment B
					-Hardy Wilson Hospital	unknown
bringing to the face and sore neck			unknown		State	39059-8924
046 Cupid Ln			Crystal Springs			

Activities

Contact Name	Created By	Assigned To	Activity Type	Status	Activity Sub-Type	Completed	Description
12/20/2010 04:44:11 PM	MATTIRAM	ESSIBCU	Escalation	In Progress	ESIS - Injures		ESIS - Injures

ESIS - Injuros

Comments: _____

ESIS - Injuries

Ramiro Martinez/PAFATX

Confidential Comments

Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Subject	Description
1/26/2010 09:20:58 AM	MCARKE	MARRIAM	Notify CRM	Done	1/26/2010 04:43:35 PM	ESIS Inquiries	

Esports Injuries

Confidential Components

Service Request Detail

Activities

Created By: M.CARTE M.CARTE Activity Type: Ownership Changed Status: Done Completed: 1/29/2010 09:20:35 AM Description: Ownership Escalated to BRC

Contact First Name: M.CARTE Contact First Name: Account: BRC

Confidential Comments:

Created By: M.CARTE M.CARTE Activity Type: Activity Sub-Type: Done Completed: 1/29/2010 09:20:50 AM Description: rejected

Contact First Name: M.CARTE Contact First Name: Account: BRC

Comments: Please make sure that all fields are complete.
BRC Type needs to be updated.

Ramiro Martinez/PARATX

Confidential Comments:

Created By: M.CARTE M.CARTE Activity Type: Activity Sub-Type: Status: Done Completed: 1/29/2010 03:37:48 PM Description: EGIS Pick up

Contact First Name: M.CARTE Contact First Name: Account: BRC

Confidential Comments:

Confidential Comments:

Created By: M.CARTE M.CARTE Activity Type: Activity Sub-Type: Status: Done Completed: 1/29/2010 03:37:48 PM Description: EGIS Pick up

Contact First Name: M.CARTE Contact First Name: Account: BRC

Confidential Comments:

Confidential Comments:

Service Request Detail

Activities

Created By: [REDACTED] Assigned To: [REDACTED] Activity Type: [REDACTED] Activity Sub-Type: [REDACTED] Status: [REDACTED] Completed: 1/22/2010 04:45:25 PM
 1/21/2010 04:15:12 PM MLCARTE MLCARTE Outbound Call Customer Made Contact Done 1/22/2010 04:45:25 PM [REDACTED]

Comments: [REDACTED]
 See Initial [REDACTED]

Confidential Comments: [REDACTED]

Created By: [REDACTED] Assigned To: [REDACTED] Activity Type: [REDACTED] Activity Sub-Type: [REDACTED] Status: [REDACTED] Completed: 1/21/2010 11:39:37 AM
 1/21/2010 11:39:37 AM MLCARTE MLCARTE Ownership Changed Done 1/21/2010 11:39:37 AM [REDACTED]
 Description: Service Request Ownership has changed FROM: GONZALEZ TO: MLCARTE

Comments: [REDACTED]
 Confidential Comments: [REDACTED]

Created By: [REDACTED] Assigned To: [REDACTED] Activity Type: [REDACTED] Activity Sub-Type: [REDACTED] Status: [REDACTED] Completed: 1/22/2010 04:39:50 PM
 1/21/2010 11:37:46 AM MLCARTE MLCARTE BRC PAR Initial Contact- Phone Done 1/22/2010 04:39:50 PM [REDACTED]
 Description: [REDACTED]

Confidential Comments: [REDACTED]

Comments: [REDACTED]
 Cus addr: would like to go over the information given to the previous agent and ask just a couple more quick questions. Do you have a moment to speak with me?

Cusl sts: ok

Cus addr: went over pre par and par detail form with cust
 Cusl sts: driving down the highway steering stiffened up i slowed down but lost control it started to spin and we hit a ditch and the vehicle flipped several times and we landed in the median, we where both transported by cars to the hospital and the vehicle has been totaled by the insurance, we where on our way to the dealer they where going to repurchase the vehicle because they sold us one with out side airbags they told us it was an option but it is supposed to be standard then the steering went out

CRS advised that file will be forwarded to BSSIS and will be in contact within 7-10 business days.

TeresaMlak, ATX PAR

Confidential Comments: [REDACTED]

Service Request Detail

Activities

Created By: [REDACTED] Assigned To: [REDACTED] Activity Type: [REDACTED] Activity Sub-Type: [REDACTED] Status: [REDACTED] Completed: 1/22/2010 04:40:48 PM called

1/21/2010 11:37:41 AM MARTIRAM MLCARTE BRC PAR

Initial Contact- Dealer

Done

1/22/2010 04:40:48 PM

called

Comments: [REDACTED]
No Initial Contact required. Vehicle beyond warranty and has not been to dealer in two years

Confidential Comments: [REDACTED]

Created By: [REDACTED] Assigned To: [REDACTED] Activity Type: [REDACTED] Activity Sub-Type: [REDACTED] Status: [REDACTED] Completed: 1/22/2010 04:51:06 PM called FFOH Rosser Glenn 972075

1/21/2010 11:37:38 AM MARTIRAM MLCARTE BRC PAR

Initial Contact- AVM

Done

1/22/2010 04:51:06 PM

called

Comments: [REDACTED]
CRS adv. calling concerning Steven Hale last name spelled Hale. This is to adv you that his file has been received in your area, cust concern is Power steering concern causing a collision. The vehicle is a 2007 Chevrolet Cobalt and there is no involved dealer at this time

You are not required to respond to this msg, however if you do have any questions or concerns regarding this file, ple feel free to give me a call at 1-866-750-5700 x41345 and you can reference SR# 71-795816357

TeresaMlak-ATX-PAR

Confidential Comments: [REDACTED]

Created By: [REDACTED] Assigned To: [REDACTED] Activity Type: [REDACTED] Activity Sub-Type: [REDACTED] Status: [REDACTED] Completed: 1/21/2010 05:09:31 PM called

1/21/2010 11:37:32 AM MARTIRAM MLCARTE BRC PAR

Acknowledgement

Done

1/21/2010 05:09:31 PM

called

Contact Last Name: [REDACTED] Contact First Name: [REDACTED]

Account: [REDACTED]

BAC Code: [REDACTED]

No answer, voice mail box was full

TeresaMlak-ATX-PAR

Confidential Comments: [REDACTED]

Created By: [REDACTED] Assigned To: [REDACTED] Activity Type: [REDACTED] Activity Sub-Type: [REDACTED] Status: [REDACTED] Completed: 1/21/2010 04:51:12 PM file assigned

1/21/2010 11:37:28 AM MARTIRAM MLCARTE

Activity Sub-Type: [REDACTED]

Done

1/21/2010 04:51:12 PM

file assigned

Contact Last Name: [REDACTED] Contact First Name: [REDACTED]

Account: [REDACTED]

BAC Code: [REDACTED]

Confidential Comments: [REDACTED]

Service Request Detail

Activities

Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/21/2010 11:37:20 AM	MARTIRAM	MCARTE	Research	Done	1/22/2010 04:52:26 PM	Research VIN

CRS Performed VIN Scan:

GMVIS: Found no open recalls

VIN Found no duplicate file

SVC History: No service history related to allegation

TeresaMick.ATX.PAR

Confidential Comments

Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/21/2010 11:36:50 AM	MARTIRAM	MCARTE	BRC PAR	Case Assigned	Done	1/22/2010 04:51:15 PM
Contact Last Name		Contact First Name	Account		BAC Code	File assigned to Teresa Mick on 4/13/15

Confidential Comments

Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/21/2010 11:36:32 AM	MARTIRAM	GONZALEZ	SR Opened	Done	1/21/2010 11:36:32 AM	SR in Status of Closed has been Re-Opened by MARTIRAM
Contact Last Name		Contact First Name	Account		BAC Code	

Confidential Comments

Confidential Comments

Service Request Detail

Activities

Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/21/2010 11:38:31 AM	MATTIRAM	GONZALIA	SR Closed - Disabled	Done	1/21/2010 11:36:31 AM	Service Request has been Closed

Disabled.

Comments

Confidential Comments

Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/20/2010 12:37:17 PM	GONZALIA	MATTIRAM	Escalation	Done	1/21/2010 11:36:28 AM	Assigning activity to PAR QUEUE

Received and assigned in PAR, Rancho MATXWorkflow Par

CRS advised that a person from the PAR Department will contact the customer within 2 business days.

lanGonzalesMLACAC Tier1temp MI

Confidential Comments

Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
1/20/2010 12:36:07 PM	GONZALIA	GONZALIA	Outbound Call Customer	Made Contact	Done	1/20/2010 12:37:16 PM
called cust						

Contact First Name

Account

BAC Code

CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC.

CRS advised that a person from the PAR Department will contact the customer within 2 business days.

lanGonzalesMLACAC Tier1temp MI

Confidential Comments

Service Request Detail

Activities

Created By: [redacted] Assigned To: Activity Type: [redacted] Activity Sub-Type: [redacted] Status: [redacted] Completed: [redacted] Description: [redacted]
1/20/2010 12:13:11 PM GONZALEZ GONZALEZ Inbound Call Customer Complex Request Done 1/20/2010 12:37:11 PM Alleged product allegation-collision

Contact First Name: [redacted] Contact First Name: [redacted] BAC Code: [redacted]

Call Site:

-car was wrecked.
-power steering go out.
-we flipped 4-5 times.

Call Site:

-assistance

CRS Advice:

-while gathering info related to the incident, call got disconnected.

Language: [redacted] The Ramp In?

Confidential Comments: [redacted]

UCC Information

UCC Code: [redacted] Symptom: [redacted] Description: [redacted] Steering - General

M01

Imoperative

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AZ55F177
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VEHICLE INFORMATION

Merchandising Model :	1AZ69-2007 COBALT 4-DOOR LTZ SEDAN			Warranty Start Date :	09/22/2006		
BARS Order Type :	50 - FLEET						
Delivering Dealer :	WALDEN FLEET GROUP, INC. 6 SYLVAN WAY PARSIPPANY, NJ 07054-3826			Selling Source :	13 - CHEVROLET		
				Site Code :	04681		
				Business Associate Code :	111571		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	09/22/2006	10 miles	09/22/2009	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/22/2006	10 miles	09/22/2012	100010 miles
39/39000 GM CERTIFIED USED LIMITED WARRANTY	09/22/2006	10 miles	12/22/2009	39010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	09/22/2006	10 miles	09/22/2011	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/22/2006	10 miles	09/22/2014	80010 miles
36/36000 FEDERAL EMISSION	09/22/2006	10 miles	09/22/2009	36010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/12/2008	054734	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	31347 miles
09/21/2006	A69233	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System

Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

[Help](#)

VIN : IG1AZ55F177 [REDACTED]

CLAIM HISTORY

Repair Order Date :	03/12/2008	Repair Order Number :	054734	Odometer Reading :	31347 miles				
Serviced By :	GRAY-DANIELS CHEVROLET 6060 I-55 NORTH JACKSON, MS 39211-2641 (601) 899-6060	Selling Source :	13 - CHEVROLET						
		Site Code :	24056						
		Business Associate Code :	216645						
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/18/2008	883	01	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	22733524 - TRANSMITT	N/A	N/A	\$ 121.17	N

Repair Order Date :	09/21/2006	Repair Order Number :	A69233	Odometer Reading :	0 miles				
Serviced By :	AVIS RENT A CAR 6 SYLVAN WAY PARSIPPANY, NJ 07054-3826	Selling Source :	13 - CHEVROLET						
		Site Code :	97290						
		Business Associate Code :	159831						
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/26/2006	729	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 69.46	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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1/27/2010

GM Vehicle Inquiry System

Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

[Help](#)

VIN	1G1AZ5SF177	
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VEHICLE BUILD

Merchandising Model :	1AZ69 -2007 COBALT 4-DOOR LTZ SEDAN		
Gross Vehicle Weight Rating :	1761 kg (3883 lb)	Order Number :	KHHCVT
Build Date :	09/21/2006	Build Plant :	177A

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AP3 - REMOTE VEHICLE START	AP9 - CONVENIENCE NET, CARGO
AR9 - DELUXE FRONT BUCKET SEAT	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU3 - POWER DOOR LOCKS W/REMOTE KEYLESS ENTRY	BQ2 - AVIS RENT A CAR
B2P - WOODGRAIN ORNAMENTATION INTR	B0W - GM PRODUCTION WEEK #39
B34 - FLOOR MATS, FRONT/REAR	B35 - REAR FLOOR MATS
B84 - BODY COLOR, BODYSIDE MOLDINGS	CF5 - POWER SUNROOF
C67 - ELECT. FRONT AIR CONDITIONER	DC4 - INTERIOR REARVIEW MIRROR W/DUAL READING LAMPS
DG7 - BODY COLOR POWER MIRRORS	DT4 - ASHTRAY AND LIGHTER
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FE9 - FEDERAL EMISSIONS
FLT - FLEET PROCESSING OPTION	FY1 - TRANS/AXLE 3.63 RATIO
IP2 - TRIM INTERIOR DESIGN	JM4 - ANTILOCK BRAKE SYSTEM
KA1 - FRONT SEAT HEATER	K34 - CRUISE CONTROL
K64 - 115 AMP GENERATOR	LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO
L61 - ENGINE, 2.2L DOHC 4V ECOTEC	MN5 - 4 SPEED AUTO TRANSMISSION
MX0 - TRANSMISSION, 4 SPD AUTOMATIC	NT7 - FEDERAL EMISSION TIER 2

NW7 - TRACTION CONTROL	NZ0 - 16" MACHINED-FACE ALUMINUM WHEELS
N34 - 3 SPOKE LEATHER STEERING WHEEL	QLG - TIRE ALL P205/55R16-89H BW
RE6 - MERCHANTISED PACKAGE COBALT	RE8 - UPGRADE ORNAMENTATION
R6F - IDENTIFY B-CODE USERS	R6K
R6P - PREMIUM PAINT	R9N - HEATED LEATHER APPOINTED FRONT BUCKET SEATS
TY8 - LUXURY APPEARANCE PACKAGE LT	T37 - FOG LAMPS
T43 - REAR SPOILER	UK3 - LEATHER WRAP STEERING WHEEL, STEERING WHEEL AUDIO CONTROLS
UQ3 - AUDIO SYSTEM, HIGH PERFORMANCE WITH 7 PIONEER SPEAKERS	US8 - AM/FM STEREO, CD PLAYER & MP3 PLAYER
VN9 - DAILY RENTAL REPURCHASE PROGRAM	VT7 - OWNERS MANUAL ENGLISH
VY7 - LEATHER SHIFT KNOB	VZG - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA	1LZ - 1LZ BASE LTZ PACKAGE
1SZ - OPTION PACKAGE DISCOUNT	14I - GRAY
142 - GRAY	6AP - FRONT SPRING
7AP - FRONT SPRING	74U - VICTORY RED
8AB - REAR SPRING	9AB - REAR SPRING

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Jemeia Price
Claims Administrator

February 8, 2010

Chris Shamburder
Alpha Insurance
VIA FAX (866) 836-9873

RE: Claimant: [REDACTED]
Our File No.: 683934
Your File No.: M0100012351
Our Client: General Motors LLC
Date/Event: 1/14/10
VIN: 1G1AZ55F177 [REDACTED]

Dear Mr. Shamburder:

I am writing to confirm our conversation of this morning during which you agreed to allow us to inspect your 2007 Chevrolet Cobalt and retrieve data from the air bag system. I estimate the inspection will take about three hours.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM records information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle also records the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Vetronix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical. As we discussed, we will also provide a copy of the data to [REDACTED]

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

If you have any additional questions about our upcoming inspection, you can contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:30 PM.

Sincerely,

Jemeia Price

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	1G1AZ55F177
User	William O'Keefe
Case Number	683934
EDR Data Imaging Date	Tuesday, February 16 2010
Crash Date	Thursday, January 14 2010
Filename	1G1AZ55F177_ACM.CDR
Saved on	Tuesday, February 16 2010 at 11:00:53 AM
Collected with CDR version	Crash Data Retrieval Tool 3.4
Reported with CDR version	Crash Data Retrieval Tool 3.4
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

Comments

Airbag light flashed and went out.

Downloaded via the DLC.

Power-up with 12 volt jumper box to vehicle's fuse block terminal.

Mileage: 67,881

Inspection at: Midway Auto Salvage Byram, Ms.

Present: William O'Keefe

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also may contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-The CDR tool displays time from Algorithm Enable (AE) to time of deployment command in a deployment event and AE to time of maximum SDM recorded vehicle velocity change in a non-deployment event. Time from AE begins when the first air bag system enable threshold is met and ends when deployment command criteria is met or at maximum SDM recorded vehicle velocity change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report can be that of the enable of one air bag system to the deployment time of another air bag system.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:

- significant changes in the tire's rolling radius
- final drive axle ratio changes
- wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

1G1AZ55F177

- the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- no data is received from the module sending the pre-crash data
- no module is present to send the pre-crash data
- Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.
- The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-modifying messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- The Belt Switch Circuit is wired directly to the SDM.

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Multiple Event Data

Associated Events Not Recorded	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No

System Status At AE

Vehicle Identification Number	**1A255F*7*
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F.) (If Equipped)	59
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

Parameter	-2 sec	-1 sec
Reduced Engine Power Mode	OFF	OFF
Cruise Control Active (If Equipped)	No	No
Cruise Control Resume Switch Active (If Equipped)	No	No
Cruise Control Set Switch Active (If Equipped)	No	No

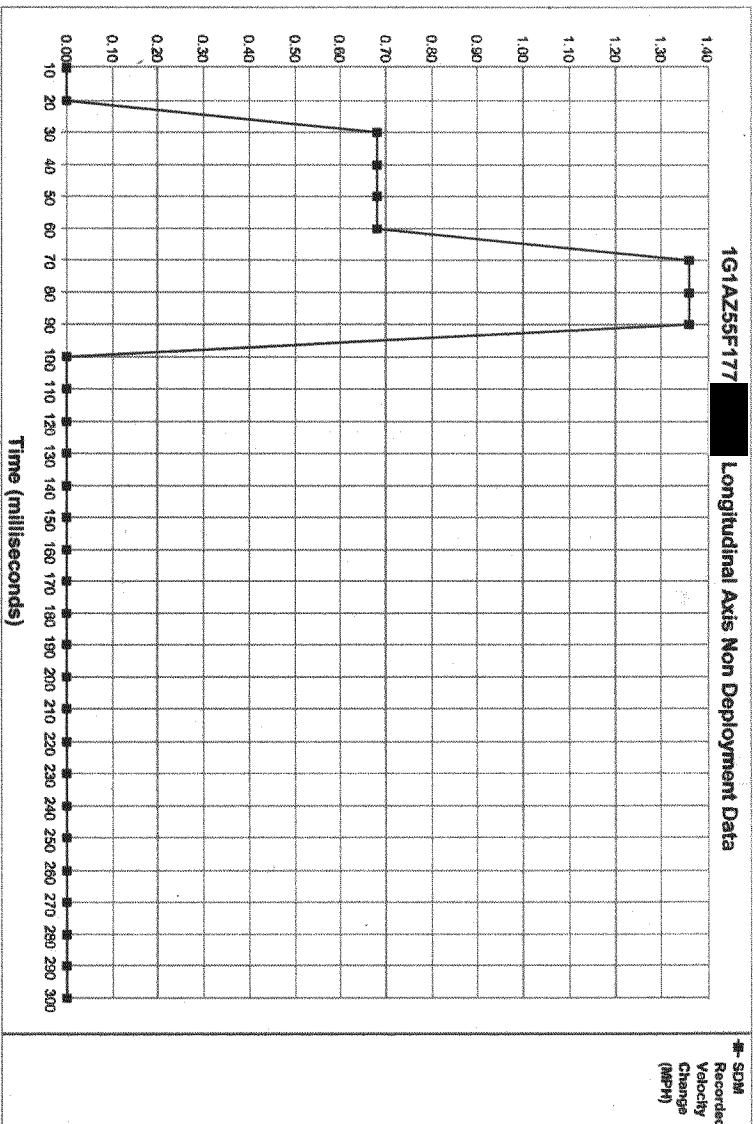
Pre-Crash Data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	74	71	57	39	17
Engine Speed (RPM)	2880	2368	1920	1344	896
Percent Throttle Accelerator Pedal Position (percent)	42	19	18	17	18
Antilock Brake System Active (If Equipped)	34	0	0	0	0
Lateral Acceleration (feet/s ²) (If Equipped)	No	Yes	Yes	Yes	Yes
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
	0	0	0	0	0

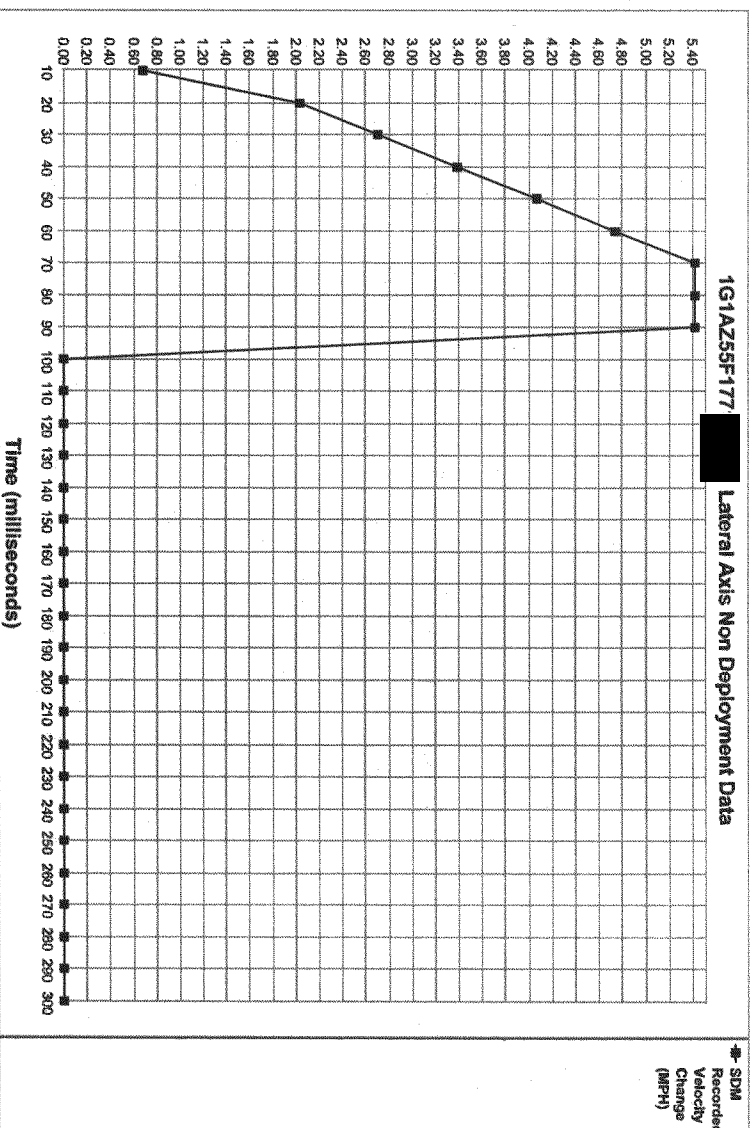
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Non-Deployment

Ignition Cycles At Investigation	7219
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	4758
Ignition Cycles At Event	7219
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
Passenger's Belt Switch Circuit Status	BUCKLED
Automatic Passenger SIR Suppression System Validity Status at AE	Valid
Automatic Passenger SIR Suppression System Status at AE	Air Bag Suppressed
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	6.25
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	100
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Driver Anchor Pretensioner Deployment Loop Commanded (If Equipped)	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Passenger Anchor Pretensioner Deployment Loop Commanded (If Equipped)	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
SDM Longitudinal Axis Recorded Velocity Change (MPH)	0.00	0.00	0.68	0.68	0.68	0.68	1.36	1.36	1.36	0.00	0.00	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
SDM Longitudinal Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
SDM Lateral Axis Recorded Velocity Change (MPH)	0.68	2.03	2.71	3.39	4.07	4.74	5.42	5.42	5.42	0.00	0.00	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
SDM Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```

$01 00 00 00 00 52 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 39 15
$07 00 69 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 54 54 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 01 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
$10 47 31 41 5A 35 35 46
$11 31 37 37 31 36 39 32
$12 33 33 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 02 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 02 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 4F 00 01 00
$1F 33 C1 00 00 00 23 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 8D 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FE 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 12 97 00 00
$2F 00 FE 1C 33 00 00 00
$30 9D 00 00 00 56 00 00
$31 00 00 00 00 00 00 00
$32 00 00 00 00 00 00 00
$33 2E 2B 2F 31 6B 00 00
$34 0E 15 1E 25 2D 00 00
$35 1B 3F 5B 72 77 00 00
$36 00 00 00 00 00 00 00
$37 F0 00 00 03 04 00 20
$38 6E 00 40 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 41 5A 35 35 46 00

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$3E 37 16 92 33 00 00 00
$3F 00 00 90 00 00 00 00
$40 20 A5 00 00 00 00 00
$41 00 00 00 00 00 00 00
$42 00 FF F0 12 96 00 00
$43 FE 1C 33 00 00 00 00
$44 00 00 00 00 00 00 00
$45 00 00 00 00 00 00 00
$46 00 00 00 00 00 00 00
$47 01 00 03 00 04 01 00
$48 05 01 06 01 07 01 00
$49 08 02 08 02 08 02 00
$4A 00 00 00 00 00 00 00
$4B 00 00 00 00 00 00 00
$4C 00 00 00 00 00 00 00
$4D 00 00 00 00 00 00 00
$4E 00 00 00 00 00 00 00
$4F 00 00 00 00 00 00 00
$50 00 00 00 00 00 00 00
$51 F0 00 00 00 00 00 00
$52 00 00 00 00 00 00 00
$53 0A 00 55 00 00 00 00
$54 00 00 00 00 00 00 00
$55 00 00 00 00 00 00 00
$56 00 00 00 00 00 00 00
$57 F8 F8 90 C0 00 00 00
$58 80 FF FF FF FF 00 00
$59 FF FF FF FF 00 00 00
$5A FF FF FF FF 00 00 00
$5B FF FF FF FF 00 00 00
$5C FF FF FF FF 00 00 00
$5D FF FF FF FF 00 00 00
$5E FF FF FF FF 00 00 00
$5F FF FF FF FF 00 00 00
$60 FF FF FF FF 00 00 00
$61 FF FF FF FF 00 00 00
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$6C FF FF FF FF 00 00 00
$6D FF FF FF FF 00 00 00
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$6F FF FF FF FF 00 00 00
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$74 FF FF FF FF 00 00 00
$75 FF FF FF FF 00 00 00
$76 FF FF FF FF 00 00 00
$77 FF FF FF FF 00 00 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF 00 00 00

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$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 32 39 35 31 52 36 31 39 34 33 44 37 44 59
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 30 31 33 34 56 31 06 32 35 31 35 52 30 45
$14 01 5A 74 02
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 37 35 E1 72 6A 74 91 9A
$22 39 15
$23 31 41 FA FA FA FA FA FA
$24 31 41 FA FA FA FA FA FA
$25 32 41 FA FA FA FA FA FA

```

```

$26 32 41 FA FA FA FA
$40 00 00
$41 3F 00 00 02 00 1A
$42 D0 C4
$43 00 00 8E 80
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1B 1B 64 28
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 33 39 31 35 32 32 31 58 41 31 20 20 20 20
$B7 50 AA 04 0F 07
$B8 43 48 70 02 09
$C1 30 46 30 37
$CA 30 46 30 37
$CB 01 89 6E 6B
$CC 01 89 6E 6B
$D1 00 00
$DB 00 00
$DC 00 00
  
```

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

CDR File Information

User Entered VIN	1G1AZ55F177 [REDACTED]
User	William O'Keefe
Case Number	683934
EDR Data Imaging Date	Tuesday, February 16 2010
Crash Date	Thursday, January 14 2010
Filename	1G1AZ55F177 [REDACTED].ACM.CDR
Saved on	Tuesday, February 16 2010 at 11:00:53 AM
Collected with CDR version	Crash Data Retrieval Tool 3.4
Reported with CDR version	Crash Data Retrieval Tool 3.4
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM. The second type of SDM recorded crash event is the Deployment Event. It also may contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-The CDR tool displays time from Algorithm Enable (AE) to time of deployment command in a deployment event and AE to time of maximum SDM recorded vehicle velocity change in a non-deployment event. Time from AE begins when the first air bag system enable threshold is met and ends when deployment command criteria is met or at maximum SDM recorded vehicle velocity change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report can be that of the enable of one air bag system to the deployment time of another air bag system.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:

- significant changes in the tire's rolling radius
- final drive axle ratio changes
- wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

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- the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- no data is received from the module sending the pre-crash data
- no module is present to send the pre-crash data
- Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.
- The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- The Belt Switch Circuit is wired directly to the SDM.

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Ignition Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$2F Bytes 3-4	\$1C33	Ignition Cycles at Investigation	7219	cycles

Vehicle Status Data (Pre-Crash)

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID Pack \$31 Byte 1	\$00	Accelerator Pedal Position (-1 sec)	0	% full throttle
DPID Pack \$31 Byte 2	\$00	Accelerator Pedal Position (-2 sec)	0	% full throttle
DPID Pack \$31 Byte 3	\$00	Accelerator Pedal Position (-3 sec)	0	% full throttle
DPID Pack \$31 Byte 4	\$00	Accelerator Pedal Position (-4 sec)	0	% full throttle
DPID Pack \$31 Byte 5	\$56	Accelerator Pedal Position (-5 sec)	34	% full throttle
DPID \$31 Byte 6 bit 7	\$00	Accelerator Pedal Position Validity Status	Valid	
DPID \$32 Byte 1 bit 7	\$00	Brake Switch State (-1 sec)	OFF	
DPID \$32 Byte 1 bit 6	\$00	Brake Switch State (-2 sec)	OFF	
DPID \$32 Byte 1 bit 5	\$00	Brake Switch State (-3 sec)	OFF	
DPID \$32 Byte 1 bit 4	\$00	Brake Switch State (-4 sec)	OFF	
DPID \$32 Byte 1 bit 3	\$00	Brake Switch State (-5 sec)	OFF	
DPID \$32 Byte 2 bit 7	\$00	Brake Switch State Validity Status	Valid	
DPID \$32 Byte 3 bit 7	\$00	Cruise Control Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 6	\$00	Cruise Control Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 5	\$00	Cruise Control Resume Switch Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 4	\$00	Cruise Control Resume Switch Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 3	\$00	Cruise Control Set Switch Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 2	\$00	Cruise Control Set Switch Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 1	\$00	Reduced Engine Power Mode (-1sec)	OFF	
DPID \$32 Byte 3 bit 0	\$00	Reduced Engine Power Mode (-2sec)	OFF	
DPID \$32 Byte 4 bit 7	\$00	Cruise Control Active Validity Status If Equipped	Valid	
DPID \$33 Byte 1	\$2E	Throttle Position (-1 sec)	18	% full throttle
DPID \$33 Byte 2	\$2B	Throttle Position (-2 sec)	17	% full throttle
DPID \$33 Byte 3	\$2F	Throttle Position (-3 sec)	18	% full throttle
DPID \$33 Byte 4	\$31	Throttle Position (-4 sec)	19	% full throttle
DPID \$33 Byte 5	\$6B	Throttle Position (-5 sec)	42	% full throttle
DPID \$33 Byte 6 bit 7	\$00	Throttle Position Validity Status	Valid	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$34 Byte 1	\$0E	Engine Speed (-1 sec)	896	RPM
DPID \$34 Byte 2	\$15	Engine Speed (-2 sec)	1344	RPM
DPID \$34 Byte 3	\$1E	Engine Speed (-3 sec)	1920	RPM
DPID \$34 Byte 4	\$25	Engine Speed (-4 sec)	2368	RPM
DPID \$34 Byte 5	\$2D	Engine Speed (-5 sec)	2880	RPM
DPID \$34 Byte 6 bit 7	\$00	Engine Speed Validity Status	Valid	
DPID \$35 Byte 1	\$1B	Vehicle Speed (-1 sec)	17	MPH
DPID \$35 Byte 2	\$3F	Vehicle Speed (-2 sec)	39	MPH
DPID \$35 Byte 3	\$5B	Vehicle Speed (-3 sec)	57	MPH
DPID \$35 Byte 4	\$72	Vehicle Speed (-4 sec)	71	MPH
DPID \$35 Byte 5	\$77	Vehicle Speed (-5 sec)	74	MPH
DPID \$35 Byte 6 bit 7	\$00	Vehicle Speed Validity Status	Valid	
DPID \$36 Byte 1	\$00	Steering Wheel Angle (-1 sec) If Equipped	0	degrees
DPID \$36 Byte 2	\$00	Steering Wheel Angle (-2 sec) If Equipped	0	degrees
DPID \$36 Byte 3	\$00	Steering Wheel Angle (-3 sec) If Equipped	0	degrees
DPID \$36 Byte 4	\$00	Steering Wheel Angle (-4 sec) If Equipped	0	degrees
DPID \$36 Byte 5	\$00	Steering Wheel Angle (-5 sec) If Equipped	0	degrees
DPID \$36 Byte 6 bit 7	\$00	Steering Wheel Angle Validity Status If Equipped	Valid	
DPID \$37 Byte 1 bit 7	\$F0	Antilock Brake System Active (-1 sec) If Equipped	Yes	
DPID \$37 Byte 1 bit 6	\$F0	Antilock Brake System Active (-2 sec) If Equipped	Yes	
DPID \$37 Byte 1 bit 5	\$F0	Antilock Brake System Active (-3 sec) If Equipped	Yes	
DPID \$37 Byte 1 bit 4	\$F0	Antilock Brake System Active (-4 sec) If Equipped	Yes	
DPID \$37 Byte 1 bit 3	\$F0	Antilock Brake System Active (-5 sec) If Equipped	No	
DPID \$37 Byte 2 bit 7	\$00	Traction Control System Active (-1 sec) If Equipped	No	
DPID \$37 Byte 3 bit 7	\$00	Vehicle Dynamics Control Active (-1 sec) If Equipped	No	
DPID \$37 Byte 3 bit 6	\$00	Vehicle Dynamics Control Active (-2 sec) If Equipped	No	
DPID \$37 Byte 3 bit 5	\$00	Vehicle Dynamics Control Active (-3 sec) If Equipped	No	
DPID \$37 Byte 3 bit 4	\$00	Vehicle Dynamics Control Active (-4 sec) If Equipped	No	
DPID \$37 Byte 3 bit 3	\$00	Vehicle Dynamics Control Active (-5 sec) If Equipped	No	
DPID \$37 Byte 4 bits 3-0	\$03	Transmission Range (-1 sec) If Equipped	Third Gear	
DPID \$37 Byte 5 bits 3-0	\$04	Transmission Selector Position (-1 sec) If Equipped	Fourth Gear	
DPID \$37 Byte 6 bit 7	\$00	Service Engine Soon (Non-Emission Related) Lamp (1 sec)	OFF	
DPID \$37 Byte 6 bit 6	\$00	Service Vehicle Soon Lamp (1 sec)	OFF	
DPID \$37 Byte 6 bit 3	\$00	Brake System Warning Lamp If Equipped	OFF	
DPID \$37 Byte 6 bit 1	\$00	Low Tire Pressure Warning Lamp If Equipped	OFF	
DPID \$37 Byte 7 bit 7	\$20	Antilock Brake System Active Validity Status If Equipped	Valid	
DPID \$37 Byte 7 bit 6	\$20	Traction Control System Active Validity Status If Equipped	Valid	
DPID \$37 Byte 7 bit 5	\$20	Vehicle Dynamics Control Active Validity Status If Equipped	Invalid	
DPID \$37 Byte 7 bit 4	\$20	Transmission Range Validity Status If Equipped	Valid	
DPID \$37 Byte 7 bit 3	\$20	Transmission Selector Position Validity Status If Equipped	Valid	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$37 Byte 7 bit 2	\$20	Service Engine Soon (Non-Emission Related) / Service Vehicle Soon Lamp Validity Status	Valid	
DPID \$37 Byte 7 bit 1	\$20	Low Tire Pressure Warning Lamp Validity Status If Equipped	Valid	
DPID \$38 Byte 1	\$6E	Outside Air Temperature (-1 sec) If Equipped	59	
DPID \$38 Byte 2 bit 7	\$00	Outside Air Temperature Validity Status (-1 sec) If Equipped	Valid	
DPID \$38 Byte 5 bits 7-6	\$03	Left Front Door Status (-1 sec) If Equipped	Closed	
DPID \$38 Byte 5 bits 5-4	\$03	Right Front Door Status (-1 sec) If Equipped	Closed	
DPID \$38 Byte 5 bits 3-2	\$03	Rear Door(s) Status (-1 sec) If Equipped	Closed	
DPID \$38 Byte 5 bits 1-0	\$03	Left Rear Door Status (-1 sec) If Equipped	Unused	
DPID \$38 Byte 6 bits 7-6	\$C0	Right Rear Door Status (-1 sec) If Equipped	Unused	
DPID \$38 Byte 7 bit 7	\$00	Left Front Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 6	\$00	Right Front Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 5	\$00	Rear Door(s) Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 4	\$00	Left Rear Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 3	\$00	Right Rear Door Validity Status If Equipped	Valid	
DPID \$39 Byte 1	\$00	Lateral Acceleration (-1 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 2	\$00	Lateral Acceleration (-2 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 3	\$00	Lateral Acceleration (-3 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 4	\$00	Lateral Acceleration (-4 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 5	\$00	Lateral Acceleration (-5 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 6 bit 7	\$80	Lateral Acceleration Validity Status If Equipped	Invalid	
DPID \$3A Byte 1	\$00	Yaw Rate (-1 sec) If Equipped	0	
DPID \$3A Byte 2	\$00	Yaw Rate (-2 sec) If Equipped	0	
DPID \$3A Byte 3	\$00	Yaw Rate (-3 sec) If Equipped	0	
DPID \$3A Byte 4	\$00	Yaw Rate (-4 sec) If Equipped	0	
DPID \$3A Byte 5	\$00	Yaw Rate (-5 sec) If Equipped	0	
DPID \$3A Byte 6 bit 7	\$80	Yaw Rate Validity Status If Equipped	Invalid	

VIN Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$3D Byte 1	\$31	Vehicle Identification Number (VIN) Digit 3	1	
DPID \$3D Byte 2	\$41	Vehicle Identification Number (VIN) Digit 4	A	
DPID \$3D Byte 3	\$5A	Vehicle Identification Number (VIN) Digit 5	Z	
DPID \$3D Byte 4	\$35	Vehicle Identification Number (VIN) Digit 6	5	
DPID \$3D Byte 5	\$35	Vehicle Identification Number (VIN) Digit 7	5	
DPID \$3D Byte 6	\$46	Vehicle Identification Number (VIN) Digit 8	F	
DPID \$3E Byte 1	\$37	Vehicle Identification Number (VIN) Digit 10	7	
DPID \$3E Byte 2 bits 7-4	\$16	Vehicle Identification Number (VIN) Digit 12	1	
DPID \$3E Byte 2 bits 3-0	\$16	Vehicle Identification Number (VIN) Digit 13	6	
DPID \$3E Byte 3 bits 7-4	\$92	Vehicle Identification Number (VIN) Digit 14	9	
DPID \$3E Byte 3 bits 3-0	\$92	Vehicle Identification Number (VIN) Digit 15	2	
DPID \$3E Byte 4 bits 7-4	\$33	Vehicle Identification Number (VIN) Digit 16	3	
DPID \$3E Byte 4 bits 3-0	\$33	Vehicle Identification Number (VIN) Digit 17	3	

Multiple Event Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$3F Byte 1 bit 7	\$00	An Event(s) Preceded the Recorded Event(s)	No	
DPID \$3F Byte 1 bit 6	\$00	An Event(s) was in Between the Recorded Event(s)	No	
DPID \$3F Byte 1 bit 5	\$00	An Event(s) Followed the Recorded Event(s)	No	
DPID \$3F Byte 1 bit 4	\$00	The Event(s) Not Recorded was a Deployment Event(s)	No	
DPID \$3F Byte 1 bit 3	\$00	The Event(s) Not Recorded was a Non-Deployment Event(s)	No	
DPID \$3F Byte 1 bits 2-0	\$00	Associated Events Not Recorded	0	

Power Mode Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$3F Byte 3 bits 7-6	\$90	Vehicle Power Mode Status	Run	
DPID \$3F Byte 3 bit 5	\$90	Remote Start Status If Equipped	Inactive	
DPID \$3F Byte 3 bit 4	\$90	Run/Crank Ignition Switch Logic Level	Active	

Non-Deployment Or Deployment #2 Event Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$40 Byte 1 bit 7	\$20	Crash Record Locked	No	
DPID \$40 Byte 1 bit 6	\$20	Deployment Event Recorded in the Non-Deployment Record	No	
DPID \$40 Byte 1 bit 5	\$20	Vehicle Event Data (Pre-Crash) Associated With This Event	Yes	
DPID \$40 Byte 2	\$A5	Event Recording Complete	Yes	
DPID \$41 Byte 1 bit 7	\$00	Driver 1st Stage Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 6	\$00	Driver 2nd Stage Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 5	\$00	Driver Side Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 4	\$00	Driver Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 3	\$00	Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 1 bit 2	\$00	Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 1 bit 1	\$00	Driver Knee Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 7	\$00	Passenger 1st Stage Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 6	\$00	Passenger 2nd Stage Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 5	\$00	Passenger Side Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 4	\$00	Passenger Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 3	\$00	Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 2 bit 2	\$00	Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 2 bit 1	\$00	Passenger Knee Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 7	\$00	Driver Anchor Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 6	\$00	Second Row Left Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 5	\$00	Third Row Left Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 3 bit 4	\$00	Second Row Right Side Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 3	\$00	Second Row Right Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 2	\$00	Third Row Right Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 3 bit 1	\$00	Center Rear Pretensioner Deployment Loop Commanded	No	
DPID \$42 Byte 1 bit 7	\$00	SIR Warning Lamp Status	OFF	
DPID \$42 Bytes 2-3	FFFF0	SIR Warning Lamp ON/OFF Time Continuously	655200	seconds
DPID \$42 Bytes 4-5	\$1296	Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	4758	cycles
DPID \$43 Byte 1	\$FE	Ignition Cycles Since DTCs Were Last Cleared	254	cycles
DPID \$43 Bytes 2-3	\$1C33	Ignition Cycles at Event	7219	cycles
DPID \$44 Bytes 1-2	\$0000	DTC number for fault #1	N/A	
DPID \$44 Byte 3	\$00	DTC fault type for fault #1	\$00	
DPID \$44 Bytes 4-5	\$0000	DTC number for fault #2	N/A	
DPID \$44 Byte 6	\$00	DTC fault type for fault #2	\$00	
DPID \$45 Bytes 1-2	\$0000	DTC number for fault #3	N/A	
DPID \$45 Byte 3	\$00	DTC fault type for fault #3	\$00	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$45 Bytes 4-5	\$0000	DTC number for fault #4	N/A	
DPID \$45 Byte 6	\$00	DTC fault type for fault #4	\$00	
DPID \$46 Bytes 1-2	\$0000	DTC number for fault #5	N/A	
DPID \$46 Byte 3	\$00	DTC fault type for fault #5	\$00	
DPID \$46 Bytes 4-5	\$0000	DTC number for fault #6	N/A	
DPID \$46 Byte 6	\$00	DTC fault type for fault #6	\$00	
DPID \$47 Byte 1	\$01	SDM Recorded Vehicle Velocity Change for Axis #1 (10 ms after event enable or 70 ms before deployment)	0.68	MPH
DPID \$47 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (10 ms after event enable or 70 ms before deployment)	0.00	MPH
DPID \$47 Byte 3	\$03	SDM Recorded Vehicle Velocity Change for Axis #1 (20 ms after event enable or 60 ms before deployment)	2.03	MPH
DPID \$47 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (20 ms after event enable or 60 ms before deployment)	0.00	MPH
DPID \$47 Byte 5	\$04	SDM Recorded Vehicle Velocity Change for Axis #1 (30 ms after event enable or 50 ms before deployment)	2.71	MPH
DPID \$47 Byte 6	\$01	SDM Recorded Vehicle Velocity Change for Axis #2 (30 ms after event enable or 50 ms before deployment)	0.68	MPH
DPID \$48 Byte 1	\$05	SDM Recorded Vehicle Velocity Change for Axis #1 (40 ms after event enable or 40 ms before deployment)	3.39	MPH
DPID \$48 Byte 2	\$01	SDM Recorded Vehicle Velocity Change for Axis #2 (40 ms after event enable or 40 ms before deployment)	0.68	MPH
DPID \$48 Byte 3	\$06	SDM Recorded Vehicle Velocity Change for Axis #1 (50 ms after event enable or 30 ms before deployment)	4.07	MPH
DPID \$48 Byte 4	\$01	SDM Recorded Vehicle Velocity Change for Axis #2 (50 ms after event enable or 30 ms before deployment)	0.68	MPH
DPID \$48 Byte 5	\$07	SDM Recorded Vehicle Velocity Change for Axis #1 (60 ms after event enable or 20 ms before deployment)	4.74	MPH
DPID \$48 Byte 6	\$01	SDM Recorded Vehicle Velocity Change for Axis #2 (60 ms after event enable or 20 ms before deployment)	0.68	MPH
DPID \$49 Byte 1	\$08	SDM Recorded Vehicle Velocity Change for Axis #1 (70 ms after event enable or 10 ms before deployment)	5.42	MPH
DPID \$49 Byte 2	\$02	SDM Recorded Vehicle Velocity Change for Axis #2 (70 ms after event enable or 10 ms before deployment)	1.36	MPH
DPID \$49 Byte 3	\$08	SDM Recorded Vehicle Velocity Change for Axis #1 (80 ms after event enable or at deployment)	5.42	MPH
DPID \$49 Byte 4	\$02	SDM Recorded Vehicle Velocity Change for Axis #2 (80 ms after event enable or at deployment)	1.36	MPH
DPID \$49 Byte 5	\$08	SDM Recorded Vehicle Velocity Change for Axis #1 (90 ms after event enable or 10 ms after deployment)	5.42	MPH

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$49 Byte 6	\$02	SDM Recorded Vehicle Velocity Change for Axis #2 (90 ms after event enable or 10 ms after deployment)	1.36	MPH
DPID \$4A Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (100 ms after event enable or 20 ms after deployment)	0.00	MPH
DPID \$4A Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (100 ms after event enable or 20 ms after deployment)	0.00	MPH
DPID \$4A Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (110 ms after event enable or 30 ms after deployment)	0.00	MPH
DPID \$4A Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (110 ms after event enable or 30 ms after deployment)	0.00	MPH
DPID \$4A Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (120 ms after event enable or 40 ms after deployment)	0.00	MPH
DPID \$4A Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (120 ms after event enable or 40 ms after deployment)	0.00	MPH
DPID \$4B Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (130 ms after event enable or 50 ms after deployment)	0.00	MPH
DPID \$4B Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (130 ms after event enable or 50 ms after deployment)	0.00	MPH
DPID \$4B Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (140 ms after event enable or 60 ms after deployment)	0.00	MPH
DPID \$4B Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (140 ms after event enable or 60 ms after deployment)	0.00	MPH
DPID \$4B Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (150 ms after event enable or 70 ms after deployment)	0.00	MPH
DPID \$4B Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (150 ms after event enable or 70 ms after deployment)	0.00	MPH
DPID \$4C Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (160 ms after event enable or 80 ms after deployment)	0.00	MPH
DPID \$4C Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (160 ms after event enable or 80 ms after deployment)	0.00	MPH
DPID \$4C Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (170 ms after event enable or 90 ms after deployment)	0.00	MPH
DPID \$4C Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (170 ms after event enable or 90 ms after deployment)	0.00	MPH
DPID \$4C Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (180 ms after event enable or 100 ms after deployment)	0.00	MPH
DPID \$4C Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (180 ms after event enable or 100 ms after deployment)	0.00	MPH
DPID \$4D Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (190 ms after event enable or 110 ms after deployment)	0.00	MPH

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$4D Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (190 ms after event enable or 110 ms after deployment)	0.00	MPH
DPID \$4D Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (200 ms after event enable or 120 ms after deployment)	0.00	MPH
DPID \$4D Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (200 ms after event enable or 120 ms after deployment)	0.00	MPH
DPID \$4D Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (210 ms after event enable or 130 ms after deployment)	0.00	MPH
DPID \$4D Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (210 ms after event enable or 130 ms after deployment)	0.00	MPH
DPID \$4E Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (220 ms after event enable or 140 ms after deployment)	0.00	MPH
DPID \$4E Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (220 ms after event enable or 140 ms after deployment)	0.00	MPH
DPID \$4E Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (230 ms after event enable or 150 ms after deployment)	0.00	MPH
DPID \$4E Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (230 ms after event enable or 150 ms after deployment)	0.00	MPH
DPID \$4E Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (240 ms after event enable or 160 ms after deployment)	0.00	MPH
DPID \$4E Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (240 ms after event enable or 160 ms after deployment)	0.00	MPH
DPID \$4F Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (250 ms after event enable or 170 ms after deployment)	0.00	MPH
DPID \$4F Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (250 ms after event enable or 170 ms after deployment)	0.00	MPH
DPID \$4F Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (260 ms after event enable or 180 ms after deployment)	0.00	MPH
DPID \$4F Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (260 ms after event enable or 180 ms after deployment)	0.00	MPH
DPID \$4F Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (270 ms after event enable or 190 ms after deployment)	0.00	MPH
DPID \$4F Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (270 ms after event enable or 190 ms after deployment)	0.00	MPH
DPID \$50 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (280 ms after event enable or 200 ms after deployment)	0.00	MPH
DPID \$50 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (280 ms after event enable or 200 ms after deployment)	0.00	MPH
DPID \$50 Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (290 ms after event enable or 210 ms after deployment)	0.00	MPH

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$50 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (290 ms after event enable or 210 ms after deployment)	0.00	MPH
DPID \$50 Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (300 ms after event enable or 220 ms after deployment)	0.00	MPH
DPID \$50 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (300 ms after event enable or 220 ms after deployment)	0.00	MPH
DPID \$51 Byte 1 bit 7	\$F0	Driver Belt Switch Circuit Status	BUCKLED	
DPID \$51 Byte 1 bit 6	\$F0	Driver Belt Switch Circuit Status Monitored	Yes	
DPID \$51 Byte 1 bit 5	\$F0	Passenger Belt Switch Circuit Status	BUCKLED	
DPID \$51 Byte 1 bit 4	\$F0	Passenger Belt Switch Circuit Status Monitored	Yes	
DPID \$51 Byte 1 bit 3	\$F0	Front Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 1 bit 2	\$F0	Front Center Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 2 bit 7	\$00	Second Row Left Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 2 bit 6	\$00	Second Row Left Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 2 bit 5	\$00	Second Row Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 2 bit 4	\$00	Second Row Center Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 2 bit 3	\$00	Second Row Right Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 2 bit 2	\$00	Second Row Right Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 3 bit 7	\$00	Third Row Left Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 3 bit 6	\$00	Third Row Left Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 3 bit 5	\$00	Third Row Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 3 bit 4	\$00	Third Row Center Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 3 bit 3	\$00	Third Row Right Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 3 bit 2	\$00	Third Row Right Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 4 bit 7	\$00	Driver Seat Position Status	Rearward	
DPID \$51 Byte 4 bit 6	\$00	Driver Seat Position Status Monitored	No	
DPID \$51 Byte 4 bit 5	\$00	Passenger Seat Position Status	Rearward	
DPID \$51 Byte 4 bit 4	\$00	Passenger Seat Position Status Monitored	No	
DPID \$52 Byte 1 bit 7	\$00	Automatic Passenger SIR Suppression System Validity Status	Valid	
DPID \$52 Byte 1 bit 0	\$00	Automatic Passenger SIR Suppression System Status	Air Bag Suppressed	
DPID \$52 Bytes 2-3	\$0000	SDM Synchronization Counter	0	
DPID \$52 Byte 4 bit 7-6	\$00	Rollover Sensor Message Status	No Rollover Event	
DPID \$52 Byte 4 bit 5	\$00	Side Air Bag(s) Were First Commanded to Deploy Due to Side Impact Event	No	
DPID \$52 Byte 4 bit 4	\$00	Side Air Bag(s) Were First Commanded to Deploy Due to Rollover Event	No	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$52 Byte 4 bits 3-0	\$00	Rollover Sensor Status	Last message received contained errors	
DPID \$53 Byte 1	\$0A	Time From Algorithm Enable to Maximum SDM Recorded Vehicle Velocity Change	100	msec
DPID \$53 Bytes 2-3	\$0055	Maximum SDM Recorded Vehicle Velocity Change	6.25	MPH
DPID \$54 Byte 1 bit 7	\$00	Automatic Passenger SIR Suppression System Validity Status / Passenger SIR Suppression Switch Circuit Validity Status	Valid	
DPID \$54 Byte 1 bit 1	\$00	Automatic Passenger SIR Suppression System Status / Passenger SIR Suppression Switch Circuit Status	Air Bag Suppressed	
DPID \$54 Byte 2	\$00	Rollover Sensor - Time Between Successive Side Deploys	0	msec
DPID \$54 Byte 3	\$00	Rollover Sensor - Time From Rollover Enable to Deploy	0	msec
DPID \$55 Byte 1	\$00	Driver 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 2	\$00	Driver 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 3	\$00	Passenger 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 4	\$00	Passenger 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 5	\$00	Driver Side or Roof Rail/Head Curtain Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 6	\$00	Passenger Side or Roof Rail/Head Curtain Time From Algorithm Enable to Deployment Command Criteria Met	0	msec

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No.	71-800277593	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - Power Steering Pump /	Sub-Area	Initiate PAR- Injury
Address		City	Southfield	Involved Dir	Joe Panlan Chevrolet, Inc.	Safety	Yes
State	MI	ZipCd		Source	Phone	Updated	2/4/2010 11:50:03 AM
Serial #/VIN	1G1AL15FX61	Model Year	2006	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	03/26/2008	Status	Open	Owner	MERCADITO
Model	Cobalt	Mileage	120000	Sub-Status	Dissatisfied	Opened	2/3/2010 02:41:24 PM
Abstract	Steering - Power Steering Pump (Collision/Injury)						
Customer Description	This is a BRC PAR File. Please do not Assume. DO NOT ADVISE. Forward all inquiries to Tonie @ ext 41163						

Pre-PAR

PAR Number	71-800277593	Incident Date/Time	1/27/2010 07:30:14 PM	Injuries	Y	Other Veh	1	People in Veh	1	Road Surface	Concrete	Road Cond	Dry	Fire Report	unknown	Police Report	unknown
Owner																	
Driver Last Name																	
Driver First Name																	
DOB	5/5 8/21/1987 No																
First Name	Carmen																
Phone #	(888) 283-5101																
Insurance Agency	Triple A of Michigan																
Rooves	Carmen																
Incident Loc	It was about 1/2 of mile on 15 mile Road in Sterling Heights																
Component	Powersteering																
Vehicle Loc	7200 18Mile Road Sterling Heights, MI 48314 586-739-2680																
Emgcy Svc Names	Sterling Heights PD and FD																
Incident Desc	My daughter pulled onto 15mile Road, and was heading West on 15 mile and the vehicle ahead of her stopped for some odd reason and it was a Durango vehicle that she tried to maneuver around, and when she tried to maneuver the Steering wheel locked up on her and maneuvered her																
Damage Desc	The vehicle was completely totalled in front end of vehicle.																
Add'l Info																	
Maint Loc	Jiffy Lube, Walmart, etc.																

PAR Detail

Collision	Y	Non Collision		Property Damage	Y	Thermal Evt	N	Spec Equip	None
Vehicle Speed	30	Weather Condition	Dry	Prop Owner	Unk	Property Type	Durango - Mail Box		
Last Service Date		Loc Last Service		Property Location	Unk	Prop Est Repair Cost	\$0.00		
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	Damage on the rear bumper (Unknown of TP Information)				
Primary Veh Use	Personal	Inspection Type	Steering and Suspension Sys	Inspected By	Inspection Not Performed	Inspection Date/Time			
Veh Damage Description	Front end and the air bag deployed, fluid leaking, other components under the hood damaged and pushed back			Explain Other	File being forwarded to ESIS				

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
		08/21/87	Occupant of Owner's Vehicle		Driver	Seat belt
Injury Description	Medical Rpt#	Treatment Location	Treated By			
had a concussion, neck brace required, bruise on forehead, contusions on leg, broken hand and back injury	Unk	Sterlings Heights ER facility	ER Doctor.			
Street Address	City	State	Zip Code			
22277 W 12 Mile Rd Apt 33	Southfield	MI	48034-4669			

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 11:57:47 AM	MERCADTO	MERCADTO	Scheduled Follow-up	Scheduled Alarm			Andrews - ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

CHECK CASE STATUS FOR ESIS P/U

NOTE TO ASSISTING CRS'S. THIS IS NOT A SCHEDULED CALL TO THE CUSTOMER. PLEASE DO NOT ADVISE CUSTOMER OF THIS SCHEDULED ACTIVITY. ALL INQUIRIES NEED TO BE FORWARDED TO OCRS @ EXT 41183

TONIE MERCADTO/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 11:54:32 AM	MERCADTO	ESISBIQU	Escalation	ESIS - Injuries	In Progress		ESIS - Injuries - Property Damage - Insurance Involvement
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Customer alleging collision caused by power steering.

Driver hit a Dodge Durango causing damage to the rear bumper and also ran into a mailbox

Customer doesn't have TP property damage information.

Insurance also involved and has deemed the vehicle total loss.

Tonie Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed
2/4/2010 11:31:40 AM	MERCADTO	MERCADTO	Outbound Call Customer	Made Contact	Done	2/4/2010 11:40:50 AM

Name	Account	BAC Code

Comments

See int and ack

Tonio Mercado/PAI/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 11:09:37 AM	MERCADTO	MERCADTO	Ownership Changed	Ownership Escalated to BRC	Done	2/4/2010 11:09:37 AM	Ownership Escalated to BRC

Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:59:53 AM	MARTIRAM	MERCADTO	Ownership Changed		Done	2/4/2010 09:59:53 AM	Service Request Ownership has changed FROM: EVANSA1 TO: MERCADTO

Contact First Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:59:42 AM	MARTIRAM	MERCADTO	BRC PAR	Initial Contact- Phone	Done	2/4/2010 11:47:58 AM	called 0000

Contact Last Name	Contact First Name	Account	BAC Code

Crs verified pre par and par detail information.

Cust sts: My daughter pulled onto 15mile Road, and was heading West on 16 mile and the vehicle ahead of her stopped for some odd reason and it was a Durango vehicle that she tried to maneuver around, and when she tried to maneuver the Steering wheel locked up on her and maneuvered her to the right and hit a curb and ran into a mailbox. She also clipped the end of the durango. There was damage to the rear bumper of the durango. No est given and I don't have TP information. The air bags deployed and my front end was completely damaged. There were components under the hood that I saw were pushed back and damaged as well. The insurance company has inspected the vehicle and deemed it total loss. My daughter did sustain injury such as concussion and contusions as well as bruising on her forehead.

Crs Adv: Due to the nature of the concern we will be forwarding the file to our central claims office for further handling. They will be in contact w/ you w/ 7-10 business days. If no contact by the end of that time frame please call back and we will assist you in getting in contact w/ them.

Tonle Mercado/PAR/ATX

Confidential Comments:

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:59:40 AM	MARTIRAM	MERCADTO	BRC PAR	Initial Contact- Dealer	Done	2/4/2010 11:31:13 AM	called Joe Panian Chevrolet @ (248) 355-1000

Contact Last Name	Contact First Name	Account	BAC Code

Crs Spoke w/ Steve Clemente Svc Mgr

Crs Adv: Was calling regarding customer and incident. Cust is alleging collision caused by power steering. No action required on your part. I see that the veh's been there in the past, not for this same concern. We just need to make you aware so you know that the file exists.

Dir sts: Ok great, thanks for the heads up

Tonle Mercado/PAR/ATX

Confidential Comments:

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:58:37 AM	MARTIRAM	MERCADTO	BRC PAR	Initial Contact- AVM	Done	2/4/2010 11:25:37 AM	called Adam Leon

Contact Last Name	Contact First Name	Account	BAC Code

RCCDVM Name: Adam Leon

Node/Mailbox: Unknown

This is Tonie Mercado

calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.

The request number is: 71-800277593

The Customer's name is:

The dealer involved is: Joe Panlan Chevrolet

Located in: Southfield MI

The vehicle is a: 2006 Chevrolet Cobalt

With current mileage: 120K

The last 8 digits of the VIN# are: 67

This involves: Customer was in a collision and is alleging it was caused by malfunction w/the power steering in the vehicle. Because the driver was injured and sought medical attention we will be forwarding the file to our central claims ESIS office for further handling. This message is for informational purposes only. However if you do have any questions please feel free to give me a call. Provided contact info.

Tonie Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:59:33 AM	MARTIRAM	MERCADTO	BRC PAR	Acknowledgement	Done	2/4/2010 11:48:09 AM	called 0000

Contact Last Name	Contact First Name	Account	BAC Code

Comments:

Crs Adv: This is Tonie Mercado calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust sts: Yes

Continued in initial

Tonie Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:59:24 AM	MARTIRAM	MERCADTO	Notify CRM		Done	2/4/2010 11:58:43 AM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:59:16 AM	MARTIRAM	MERCADTO	Research		Done	2/4/2010 11:19:57 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments

No open recalls

No prev related claim history

1 other unrelated closed TAC file: SP-10217307

Tonia Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:58:24 AM	MARTIRAM	MERCADTO	BRC PAR	Case Assigned	Done	2/4/2010 11:09:26 AM	file assigned to Tonia Mercado ext 41183

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Received

Tonia Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:58:17 AM	MARTIRAM	EVANS1	SR Opened		Done	2/4/2010 09:58:17 AM	SR in Status of Closed has been Re-Opened by MARTIRAM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:58:16 AM	MARTIRAM	EVANSA1	SR Closed - Dissatisfied		Done	2/4/2010 09:58:16 AM	Service Request has been Closed Dissatisfied.

Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/3/2010 03:38:19 PM	EVANSA1	MARTIRAM	Escalation	Initiate PAR	Done	2/4/2010 09:58:06 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Received and assigned in PAR.
Ramiro MATXWorkflow Par

Confidential Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/3/2010 02:42:39 PM	EVANSA1	EVANSA1	Inbound Call Customer	Complex Request	Done	2/3/2010 03:00:31 PM	Chevy Cobalt Powersteering concern

Contact Last Name	Contact First Name	Account	BAC Code

Cust states: that she had a wreck in her 2006 Chevy Cobalt due to the Powersteering concern. Loss control of the vehicle couldn't control the powersteering. And now its completely totaled out. Triple A took vehicle into body shop and the inspector totaled the vehicle out.

Cust seeks: assistance.

CRS adv: I will need to ask some more information from you.

Cust states: that 7200 18Mile Road Sterling Heights, MI 48314 586-739-2680 is where the vehicle is currently located at. Don't know if the vehicle is still there, but that is where they dropped the vehicle off.

CRS adv: will proceed to the PAR dept and give them your information and then they will follow up with you.

Antonio Evans/cAC/Tier 1/aTX/LVL 0

Confidential Comments

Service Request Detail

UCC Information

UCC Code	Symptom	Description
M30	Inoperative	Steering - Power Steering Pump / Brackets

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AL15FX67 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	1AL37 -2006 COBALT 2-DOOR LT COUPE			Warranty Start Date :	12/01/2005		
BARS Order Type :	50 - FLEET						
Delivering Dealer :	BENNETT CHEVROLET BUICK 295 DANBURY RD NEW MILFORD , CT 06776-4313 (860) 354-5585			Selling Source :	13 - CHEVROLET		
				Site Code :	02555		
				Business Associate Code :	178314		
Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	06217	HEAD IMPACT PROTECTION	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
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ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	No	OnStar Status	N/A	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	N7XZD0WX	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	12/01/2005	10 miles	12/01/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	12/01/2005	10 miles	12/01/2011	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	12/01/2005	10 miles	12/01/2013	80010 miles

2/5/2010

96/100000 CALIFORNIA SELECT COMPONENT	12/01/2005	10 miles	12/01/2013	100010 miles
36/50000 CALIFORNIA EMISSIONS	12/01/2005	10 miles	12/01/2008	50010 miles
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	12/01/2005	10 miles	12/01/2010	60010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/28/2008	158449	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	56554 miles
03/29/2007	148717	#	V1556 - 06217 - INSTALL ENERGY ABSORBING DEVICE	33158 miles
03/29/2007	148717	#	L1020 - FUEL TANK FILLER CAP REPLACEMENT	33158 miles
11/03/2005	065374	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
10/20/2005	A02074	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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2/5/2010

GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	IGIAL15FX67 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		03/28/2008		Repair Order Number :		158449		Odometer Reading :		56554 miles	
Serviced By :	JOE PANIAN CHEVROLET, INC. PO BOX 2147 SOUTHFIELD, MI 48037-2147 (248) 355-1000					Selling Source :		13 - CHEVROLET			
						Site Code :		44348			
						Business Associate Code :		115127			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
04/11/2008	890	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS		N/A	N/A	N/A	\$ 58.65	N	

Repair Order Date :		03/29/2007		Repair Order Number :		148717		Odometer Reading :		33158 miles	
Serviced By :	POUGHKEEPSIE CHEVROLET- OLDSMOBILE-CADILLAC PO BOX 1873 POUGHKEEPSIE, NY 12601-0873 (845) 298-1193					Selling Source :		13 - CHEVROLET			
						Site Code :		02406			
						Business Associate Code :		160228			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
04/20/2007	788	01	#	V1556 - 06217 - INSTALL ENERGY ABSORBING DEVICE		25844441 - ABSORBER	N/A	N/A	\$ 62.48	N	
04/20/2007	788	02	#	L1020 - FUEL TANK FILLER CAP REPLACEMENT		N/A	N/A	N/A	\$ 41.61	N	

Repair Order Date :		11/03/2005	Repair Order Number :		065374	Odometer Reading :		5 miles	
Serviced By :	BENNETT CHEVROLET BUICK 295 DANBURY RD NEW MILFORD, CT 06776-4313 (860) 354-5585				Selling Source :		13 - CHEVROLET		
					Site Code :		02555		

					Business Associate Code :		178314		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/18/2005	640	01	1	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	\$ 4.27	N

Repair Order Date :		10/20/2005		Repair Order Number :		A02074		Odometer Reading :		0 miles	
Serviced By :	BENNETT CHEVROLET BUICK 295 DANBURY RD NEW MILFORD, CT 06776-4313 (860) 354-5585					Selling Source :		13 - CHEVROLET			
						Site Code :		02555			
						Business Associate Code :		178314			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
10/25/2005	633	01	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 98.19	N

CHECK HISTORY

Vehicle Has No Associated Check History.
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GM Vehicle Inquiry System Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN	1G1AL15FX67
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VEHICLE BUILD

Merchandising Model :	1AL37 -2006 COBALT 2-DOOR LT COUPE		
Gross Vehicle Weight Rating :	1727 kg (3808 lb)	Order Number :	JKQP3Q
Build Date :	10/20/2005	Build Plant :	167A

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AR9 - DELUXE FRONT BUCKET SEAT
B34 - FLOOR MATS	B35 - REAR FLOOR MATS
CF5 - ELECTRIC SUNROOF W/MAP LIGHTS	CIU - FLT-ENTERPRISE RENT A CAR
C67 - ELECT. FRONT AIR CONDITIONER	DG7 - BODY COLOR POWER MIRRORS
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FLT - FLEET PROCESSING OPTION
FY1 - TRANS/AXLE 3.63 RATIO	IPC - INTERIOR TRIM DESIGN
JM4 - 4-WHEEL ANTI-LOCK BRAKE SYSTEM	K64 - 115 AMP GENERATOR
LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO	L61 - 2.2L DOHC 4 CYL ENGINE
MN5 - 4 SPEED AUTO TRANSMISSION	MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE
NC7 - FEDERAL EMISSIONS OVERRIDE	NE1 - MA/ME/NY/VT EMISSIONS
NP5 - LEATHER WRAPPED STEERING WHEEL	NU3 - EMISSIONS SYSTEM CALIFORNIA, SULEV
NW7 - TRACTION CONTROL	PFD - 16" ALUMINUM WHEEL
QQR - P205/55R16 BW TIRES	RE8 - UPGRADE ORNAMENTATION
R6P - PREMIUM PAINT	R9U - GM ACCESS - AUTOBOOK IDENTIFIER
SLM - STOCK ORDERS	TV5 - SPORT PACKAGE
T37 - DELUXE FOG LAMPS	T43 - REAR DECK-LID SPOILER
UK3 - LEATHER WRAPPED STEERING WHEEL	UN0 - AM/FM STEREO W/CD & RDS
UQ3 - PIONEER 7 SPKR AMPLIFIED SYSTEM	U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.

VK3 - FRONT LICENSE PLATE MOUNT	VQ2 - FLEET ORDERING AND ASSISTANCE
VX7 - LONG TERM DAILY RENTAL PROGRAM	VY7 - LEATHER SHIFT KNOB
V2G - FULL FUEL FILL CREDIT	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
1SZ - OPTION PACKAGE DISCOUNT	19C - EBONY
19I - EBONY	2LT - 2LT SPORT PACKAGE INCLUDES: *REAR DECKLID SPOILER *16" ALUMINUM WHEELS (REPLACES STD/OPT WHEELS) *P205/55R16 TOURING TIRES *CHROME EXHAUST TIP *LEATHER WRAPPED SHIFT LEVER *LEATHER WRAPPED STEERING WHEEL *WHITE FACED SPORT GAUGES
6AP - FRONT SPRING	7AP - FRONT SPRING
8AB - REAR SPRING	84U - MAJESTIC AMETHYST METALLIC
9AB - REAR SPRING	

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Paul Olle
Claims Administrator

March 1, 2010

CARMEN REEVES
AAA TOTAL LOSS DEPT
25510 W 11 MILE RD
SOUTHFIELD, MI 48034

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Your File No.: MI5125869
Our Client: General Motors LLC
Date/Event: 1/27/2010
VIN: 1G1AL15FX67 [REDACTED]

Dear Ms. Reeves:

I am writing to confirm my conversation with Candace Hitsman on March 1, 2010 during which she agreed to allow us to inspect a 2006 Chevrolet Cobalt owned by AAA and retrieve data from the air bag system. I estimate the inspection will take about 2-3 hours.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM records information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle also records the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Vetronix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

If you have any additional questions about our upcoming inspection, you can contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:30 PM.

Sincerely,

Paul Olle

STATE OF MICHIGAN TRAFFIC CRASH REPORT

ORI: MI-5076500

Department Name

Sterling Heights Police Dept

Crash Date Month 01 Day 22 Year 2010	Crash Time Hour 19 Min 35	No. of Units 02	Crash Type <input type="radio"/> Single Motor Vehicle <input type="radio"/> Head On <input type="radio"/> Head On-Left Turn <input type="radio"/> Angle <input checked="" type="radio"/> Rear End <input type="radio"/> Rear End-Left Turn <input type="radio"/> Rear End-Right Turn <input type="radio"/> Sideswipe-Same <input type="radio"/> Sideswipe-Opposite <input type="radio"/> Other/Unknown	Special Circumstances <input type="radio"/> None <input type="radio"/> School Bus <input type="radio"/> Special Study Weather (Mark Only One) <input checked="" type="radio"/> Clear <input type="radio"/> Cloudy <input type="radio"/> Fog/Smoke <input type="radio"/> Rain Light (Mark Only One) <input type="radio"/> Daylight <input type="radio"/> Dawn <input type="radio"/> Dusk	Special Checks <input type="radio"/> Fatal (Report All) <input type="radio"/> Corrected Copy <input type="radio"/> Replace (Entire Report) <input type="radio"/> Delete (Entire Report) <input type="radio"/> Non-Traffic Area <input type="radio"/> ORV/Snowmobile Area 10 Total Lanes 5 Speed Limit 40 Posted <input type="radio"/> Yes <input checked="" type="radio"/> No
County 50 City/Twp 91	Traffic Control <input type="radio"/> None of These <input type="radio"/> Signal <input checked="" type="radio"/> Stop Sign <input type="radio"/> Yield Sign	Relation to Roadway Location of First Impact <input type="radio"/> Shoulder <input type="radio"/> Outside of Shoulder/Curb <input checked="" type="radio"/> On Road <input type="radio"/> Median <input type="radio"/> Gore <input type="radio"/> Other/Unknown	Construction Zone (if applicable) (Mark One From Each Group) Type <input type="radio"/> Const/Maint <input type="radio"/> Utility Lane Closed <input type="radio"/> Yes <input checked="" type="radio"/> No Activity <input type="radio"/> On Road <input type="radio"/> Off Road <input type="radio"/> None	Road Condition (Mark Only One) <input checked="" type="radio"/> Dry <input type="radio"/> Snowy <input type="radio"/> Debris <input type="radio"/> Wet <input type="radio"/> Muddy <input type="radio"/> Other/Unknown <input type="radio"/> Icy <input type="radio"/> Slushy	Road Type RD

Prefix	Road Name 15 MILE	Divided Roadway <input checked="" type="radio"/> N <input checked="" type="radio"/> S <input checked="" type="radio"/> E <input checked="" type="radio"/> W	Road Type RD	Suffix
Distance 144	FT. <input type="radio"/> North <input checked="" type="radio"/> East <input type="radio"/> Beginning of Ramp	Trafficway <input checked="" type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4	Access Control <input checked="" type="radio"/> 2 <input type="radio"/> 3	
Prefix	Intersecting Road SHELL	Divided Roadway <input checked="" type="radio"/> N <input checked="" type="radio"/> S <input checked="" type="radio"/> E <input checked="" type="radio"/> W	Road Type ST	Suffix

Unit Number 1	State MI	Driver License Number	License Type <input checked="" type="radio"/> O <input type="radio"/> CY <input type="radio"/> C <input type="radio"/> F <input type="radio"/> M <input type="radio"/> R	Sex <input type="radio"/> M <input checked="" type="radio"/> F	Total Occup 01	Hazard Action 12
Unit Type <input checked="" type="radio"/> MV <input type="radio"/> B <input type="radio"/> P <input type="radio"/> E (train)	Name	Street Address	Injury <input type="radio"/> K <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> O	Position 01	Restraint 04	Hospital
Driver Condition <input checked="" type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 10	Interlock <input type="radio"/> Yes <input checked="" type="radio"/> No	Refused <input type="radio"/> Yes <input checked="" type="radio"/> No	Not offered <input type="radio"/> Yes <input checked="" type="radio"/> No	Airbag Deployed <input checked="" type="radio"/> Yes <input type="radio"/> No	Citation Issued <input checked="" type="radio"/> Hazardous <input type="radio"/> Other	Airbag Deployed <input checked="" type="radio"/> Yes <input type="radio"/> No
Drugs <input type="radio"/> Yes <input checked="" type="radio"/> No	Test Type <input type="radio"/> Blood <input type="radio"/> Urine	Test Results	Vehicle Registration BRM6495	State MI	Insurance AAA AUTO	Towed To/By UTICA/VAN DYKE
VIN 1G1AL15FX67	Make CHEVROLET	Model COBALT	Color GRAY	Year 2006	Location of Greatest Damage <input checked="" type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12	First Impact 01

First Name	Middle	Last	First Name	Middle	Last	First Name	Middle	Last
Injury <input type="radio"/> K <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> O			Airbag Deployed <input type="radio"/> Yes <input type="radio"/> No			Not Equipped <input type="radio"/> Yes <input type="radio"/> No		
Date of Birth MM/DD/YYYY			Sex <input type="radio"/> M <input type="radio"/> F			Position		
Street Address			City			State		
Zip			Phone Number			Ambulance <input type="radio"/> Yes <input type="radio"/> No		
First Name			Middle			Last		
Date of Birth MM/DD/YYYY			Sex <input type="radio"/> M <input type="radio"/> F			Position		
Street Address			City			State		
Zip			Phone Number			Ambulance <input type="radio"/> Yes <input type="radio"/> No		
First Name			Middle			Last		
Date of Birth MM/DD/YYYY			Sex <input type="radio"/> M <input type="radio"/> F			Position		
Street Address			City			State		
Zip			Phone Number			Ambulance <input type="radio"/> Yes <input type="radio"/> No		

First Name	Middle	Last	First Name	Middle	Last	First Name	Middle	Last
Injury <input type="radio"/> K <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> O			Airbag Deployed <input type="radio"/> Yes <input type="radio"/> No			Not Equipped <input type="radio"/> Yes <input type="radio"/> No		
Date of Birth MM/DD/YYYY			Sex <input type="radio"/> M <input type="radio"/> F			Position		
Street Address			City			State		
Zip			Phone Number			Ambulance <input type="radio"/> Yes <input type="radio"/> No		
First Name			Middle			Last		
Date of Birth MM/DD/YYYY			Sex <input type="radio"/> M <input type="radio"/> F			Position		
Street Address			City			State		
Zip			Phone Number			Ambulance <input type="radio"/> Yes <input type="radio"/> No		

First Name	Middle	Last	First Name	Middle	Last	First Name	Middle	Last
Injury <input type="radio"/> K <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> O			Airbag Deployed <input type="radio"/> Yes <input type="radio"/> No			Not Equipped <input type="radio"/> Yes <input type="radio"/> No		
Date of Birth MM/DD/YYYY			Sex <input type="radio"/> M <input type="radio"/> F			Position		
Street Address			City			State		
Zip			Phone Number			Ambulance <input type="radio"/> Yes <input type="radio"/> No		
First Name			Middle			Last		
Date of Birth MM/DD/YYYY			Sex <input type="radio"/> M <input type="radio"/> F			Position		
Street Address			City			State		
Zip			Phone Number			Ambulance <input type="radio"/> Yes <input type="radio"/> No		

UD-10 SERIAL NUMBER 0015862	Serial Override Number	Do Not Write or Mark In This Area
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Forward Original to: Michigan State Police, Traffic Crash Reporting Section
7150 Harris Drive, Lansing, MI 48913

Crash Diagram and Remarks

North

NTS 40 MPH

SHELL

#2 #1

15 MILE

UNIT'S 1 & 2 WERE HEADED WEST ON 15 MILE. UNIT 1 & 2 STOPPED FOR TRAFFIC. UNIT 1 WAS UNABLE TO STOP AND STRUCK UNIT 2 IN THE REAR END. BOTH UNIT'S 1 & 2 COMPLAINED OF INJURIES. BOTH UNIT'S 1 & 2 REFUSED MEDICAL ATTENTION.

Do Not Write or Mark Below This Line

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Paul Olle
Claims Administrator

March 5, 2010

CARMEN REEVES
AAA TOTAL LOSS DEPT
25510 W 11 MILE RD
SOUTHFIELD, MI 48034

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Your File No.: MI512869
Our Client: General Motors LLC
Date/Event: 1/27/2010
Subject Vehicle: 2006 Chevrolet Cobalt
VIN: 1G1AL15FX6 [REDACTED]

Dear Ms. Reeves:

Enclosed is a copy of the data that was retrieved from the air bag module of the subject vehicle.

Sincerely,

Paul Olle
Claims Administrator

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	1G1AL15FX67 [REDACTED]
User	BALL
Case Number	[REDACTED]
EDR Data Imaging Date	Friday, March 5 2010
Crash Date	Wednesday, January 27 2010
Filename	COLEMAN-1G1AL15FX67 [REDACTED].ACM.CDR
Saved on	Friday, March 5 2010 at 01:40:10 PM
Collected with CDR version	Crash Data Retrieval Tool 3.4 rev20b Test Version
Reported with CDR version	Crash Data Retrieval Tool 3.4 rev20b Test Version
EDR Device Type	airbag control module
Event(s) recovered	Deployment

Comments

- DOWNLOAD AT AUTO SALVAGE AUCTION, 5000 N. STATE STREET, DAVISON, MI
- DLC USED
- VEHICLE BATTERY CONNECTED AND POWERING VEHICLE SYSTEMS
- MILEAGE: 114,094
- SIR INSTRUMENT LAMP FLASHED AND REMAINED ON DURING KEY ON POWER UP

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also may contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-The CDR tool displays time from Algorithm Enable (AE) to time of deployment command in a deployment event and AE to time of maximum SDM recorded vehicle velocity change in a non-deployment event. Time from AE begins when the first air bag system enable threshold is met and ends when deployment command criteria is met or at maximum SDM recorded vehicle velocity change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report can be that of the enable of one air bag system to the deployment time of another air bag system.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:

- significant changes in the tire's rolling radius
- final drive axle ratio changes
- wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

- the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- no data is received from the module sending the pre-crash data
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-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.

-The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

-The Belt Switch Circuit is wired directly to the SDM.

01016_SDMEps_r001

Multiple Event Data

Associated Events Not Recorded	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No

System Status At AE

Vehicle Identification Number	**1AL15F*6*702074
Low Tire Pressure Warning Lamp (If Equipped)	OFF
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Transmission Range (If Equipped)	Second Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	25
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

Parameter	-2 sec	-1 sec
Reduced Engine Power Mode	OFF	OFF
Cruise Control Active (If Equipped)	No	No
Cruise Control Resume Switch Active (If Equipped)	No	No
Cruise Control Set Switch Active (If Equipped)	No	No

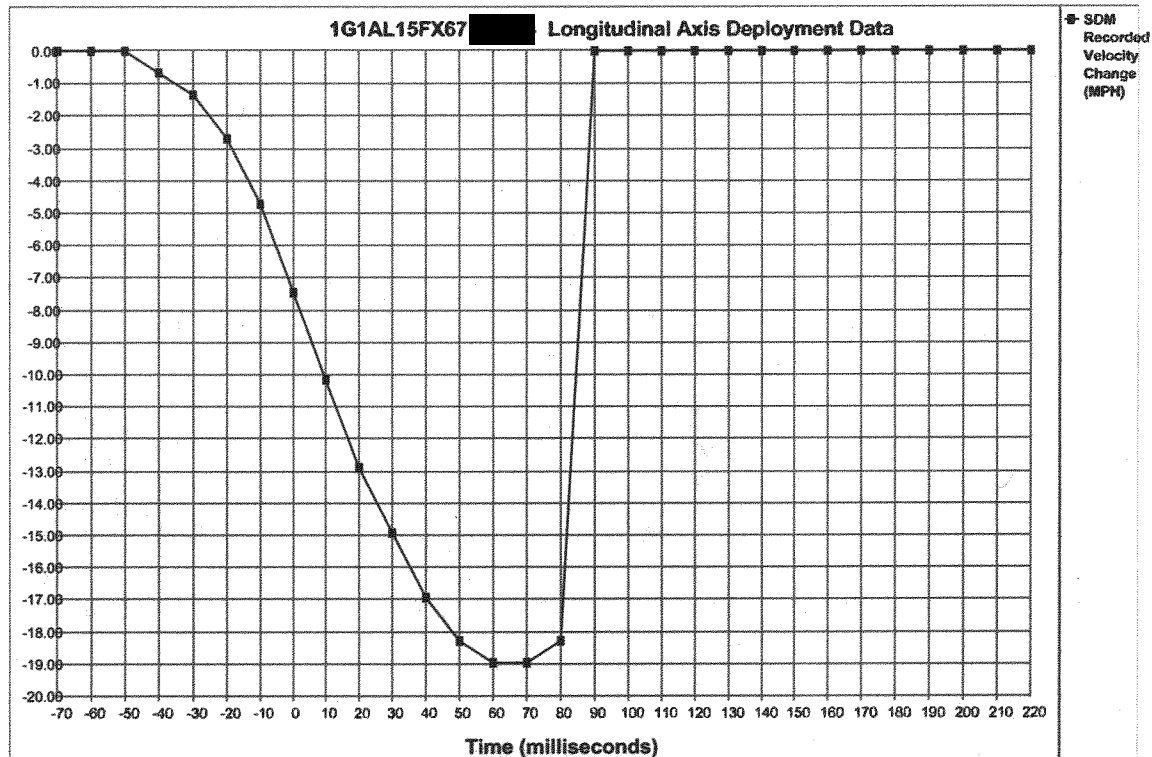
Pre-Crash Data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	27	31	35	39	41
Engine Speed (RPM)	4416	3136	3456	3648	3584
Percent Throttle	61	61	61	58	49
Accelerator Pedal Position (percent)	58	57	57	50	29
Antilock Brake System Active (If Equipped)	No	No	No	No	No
Lateral Acceleration (feet/s ²) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

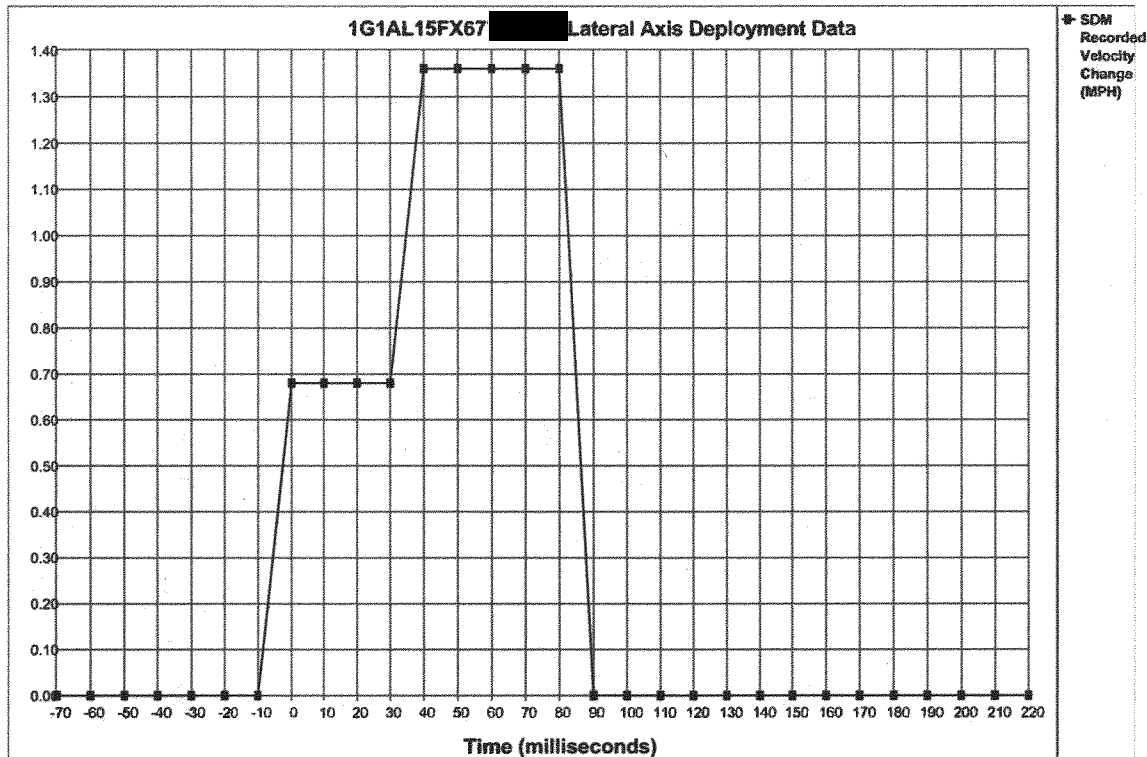
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Deployment

Ignition Cycles At Investigation	12331
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	4382
Ignition Cycles At Event	12330
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	UNBUCKLED
Passenger's Belt Switch Circuit Status	UNBUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Automatic Passenger SIR Suppression System Validity Status at AE	Valid
Automatic Passenger SIR Suppression System Status at AE	Air Bag Suppressed
Automatic Passenger SIR Suppression System Validity Status at First Deployment Command	Valid
Automatic Passenger SIR Suppression System Status at First Deployment Command	Air Bag Suppressed
Driver 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	34
Driver 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	134
Passenger 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	Suppressed
Passenger 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met (msec)	Suppressed
Time Between Events (sec)	N/A
Driver First Stage Deployment Loop Commanded	Yes
Driver Second Stage Deployment Loop Commanded	Yes
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	Yes
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	Yes
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Driver Anchor Pretensioner Deployment Loop Commanded (If Equipped)	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Passenger Anchor Pretensioner Deployment Loop Commanded (If Equipped)	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Driver 2nd Stage Deployment Loop Commanded for Disposal	Yes
Passenger 2nd Stage Deployment Loop Commanded for Disposal	No
Crash Record Locked	Yes
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



Time (milliseconds)	-70	-60	-50	-40	-30	-20	-10	0	10	20	30	40	50	60	70
SDM Longitudinal Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	-0.68	-1.36	-2.71	-4.74	-7.46	-10.17	-12.88	-14.91	-16.95	-18.30	-18.98	-18.98
Time (milliseconds)	80	90	100	110	120	130	140	150	160	170	180	190	200	210	220
SDM Longitudinal Axis Recorded Velocity Change (MPH)	-18.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00



Time (milliseconds)	-70	-60	-50	-40	-30	-20	-10	0	10	20	30	40	50	60	70
SDM Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.68	0.68	0.68	0.68	1.36	1.36	1.36	1.36
Time (milliseconds)	80	90	100	110	120	130	140	150	160	170	180	190	200	210	220
SDM Lateral Axis Recorded Velocity Change (MPH)	1.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```
$01 08 00 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 00 00 00 00 00 00 00
$04 00 00 00 00 00 00 00
$05 80 00 00 00 00 00 00
$06 00 0A 00 03 0A 00 00
$07 00 20 00 00 00 00 00
$08 00 00 00 00 00 00 00
$09 00 00 00 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 01 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F 00 00 00 00 00 00 00
$10 00 00 00 00 00 00 00
$11 00 00 00 00 00 00 00
$12 00 00 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 00 00 00 00 00 00 00
$18 00 00 00 00 00 00 00
$19 00 00 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 02 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 00 00 00 00 00 00 00
$1F 28 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 00 00 00 00 F0 00 00
$22 00 87 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 80 00 01 00 01 00 00
$2F 00 FE 30 2B 00 00 00
$30 9D 00 00 00 00 00 00
$31 49 80 92 92 95 00 00
$32 00 00 00 00 00 00 00
$33 7C 95 9B 9B 9C 00 00
$34 38 39 36 31 45 00 00
$35 42 3E 39 32 2C 00 00
$36 00 00 00 00 00 00 00
$37 00 00 00 02 04 00 20
$38 48 00 40 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 41 4C 31 35 46 00
```

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$3E 36 70 20 74 00 00 00
$3F 00 00 90 00 00 00 00
$40 00 00 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 A5 00 00 00 00 00
$68 D0 10 00 80 00 00 00
$69 00 FF F0 11 1E 00 00
$6A FE 30 2A 00 00 00 00
$6B 00 00 00 00 00 00 00
$6C 00 00 00 00 00 00 00
$6D 00 00 00 00 00 00 00
$6E 00 00 00 00 00 00 00
$6F 00 FF 00 FE 00 FC 00
$70 00 F9 01 F5 01 F1 00
$71 01 ED 01 EA 02 E7 00
$72 02 E5 02 E4 02 E4 00
$73 02 E5 00 00 00 00 00
$74 00 00 00 00 00 00 00
$75 00 00 00 00 00 00 00
$76 00 00 00 00 00 00 00
$77 00 00 00 00 00 00 00
$78 50 00 00 00 00 00 00
$79 00 00 00 00 00 00 00
$7A 00 00 00 00 00 00 00
$7B 11 43 00 00 00 00 00

```

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$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 32 39 35 31 52 35 32 31 36 32 32 52 5A 45
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 30 31 33 34 56 31 05 32 38 33 41 51 34 46
$14 01 5A 74 02
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 33 19 2A B4 E6 87 91 9A
$22 90 11
$23 31 41 FA FA FA FA FA
$24 31 41 FA FA FA FA FA
$25 32 41 FA FA FA FA FA

```

```
$26 32 41 FA FA FA FA FA
$40 00 00
$41 3F 00 00 02 00 1A
$42 F0 C4
$43 00 00 8E 80
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 30 31 31 32 31 32 4D 43 51 20 20 20 20
$B7 50 AA 04 0F 03
$B8 41 57 68 09 19
$C1 30 46 30 33
$CA 30 46 30 33
$CB 01 5A D1 33
$CC 01 5A D1 33
$D1 00 00
$DB 00 00
$DC 00 00
```

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

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Ignition Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$2F Bytes 3-4	\$302B	Ignition Cycles at Investigation	12331	cycles

Vehicle Status Data (Pre-Crash)

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID Pack \$31 Byte 1	\$49	Accelerator Pedal Position (-1 sec)	29	% full throttle
DPID Pack \$31 Byte 2	\$80	Accelerator Pedal Position (-2 sec)	50	% full throttle
DPID Pack \$31 Byte 3	\$92	Accelerator Pedal Position (-3 sec)	57	% full throttle
DPID Pack \$31 Byte 4	\$92	Accelerator Pedal Position (-4 sec)	57	% full throttle
DPID Pack \$31 Byte 5	\$95	Accelerator Pedal Position (-5 sec)	58	% full throttle
DPID \$31 Byte 6 bit 7	\$00	Accelerator Pedal Position Validity Status	Valid	
DPID \$32 Byte 1 bit 7	\$00	Brake Switch State (-1 sec)	OFF	
DPID \$32 Byte 1 bit 6	\$00	Brake Switch State (-2 sec)	OFF	
DPID \$32 Byte 1 bit 5	\$00	Brake Switch State (-3 sec)	OFF	
DPID \$32 Byte 1 bit 4	\$00	Brake Switch State (-4 sec)	OFF	
DPID \$32 Byte 1 bit 3	\$00	Brake Switch State (-5 sec)	OFF	
DPID \$32 Byte 2 bit 7	\$00	Brake Switch State Validity Status	Valid	
DPID \$32 Byte 3 bit 7	\$00	Cruise Control Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 6	\$00	Cruise Control Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 5	\$00	Cruise Control Resume Switch Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 4	\$00	Cruise Control Resume Switch Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 3	\$00	Cruise Control Set Switch Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 2	\$00	Cruise Control Set Switch Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 1	\$00	Reduced Engine Power Mode (-1sec)	OFF	
DPID \$32 Byte 3 bit 0	\$00	Reduced Engine Power Mode (-2sec)	OFF	
DPID \$32 Byte 4 bit 7	\$00	Cruise Control Active Validity Status If Equipped	Valid	
DPID \$33 Byte 1	\$7C	Throttle Position (-1 sec)	49	% full throttle
DPID \$33 Byte 2	\$95	Throttle Position (-2 sec)	58	% full throttle
DPID \$33 Byte 3	\$9B	Throttle Position (-3 sec)	61	% full throttle
DPID \$33 Byte 4	\$9B	Throttle Position (-4 sec)	61	% full throttle
DPID \$33 Byte 5	\$9C	Throttle Position (-5 sec)	61	% full throttle
DPID \$33 Byte 6 bit 7	\$00	Throttle Position Validity Status	Valid	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$34 Byte 1	\$38	Engine Speed (-1 sec)	3584	RPM
DPID \$34 Byte 2	\$39	Engine Speed (-2 sec)	3648	RPM
DPID \$34 Byte 3	\$36	Engine Speed (-3 sec)	3456	RPM
DPID \$34 Byte 4	\$31	Engine Speed (-4 sec)	3136	RPM
DPID \$34 Byte 5	\$45	Engine Speed (-5 sec)	4416	RPM
DPID \$34 Byte 6 bit 7	\$00	Engine Speed Validity Status	Valid	
DPID \$35 Byte 1	\$42	Vehicle Speed (-1 sec)	41	MPH
DPID \$35 Byte 2	\$3E	Vehicle Speed (-2 sec)	39	MPH
DPID \$35 Byte 3	\$39	Vehicle Speed (-3 sec)	35	MPH
DPID \$35 Byte 4	\$32	Vehicle Speed (-4 sec)	31	MPH
DPID \$35 Byte 5	\$2C	Vehicle Speed (-5 sec)	27	MPH
DPID \$35 Byte 6 bit 7	\$00	Vehicle Speed Validity Status	Valid	
DPID \$36 Byte 1	\$00	Steering Wheel Angle (-1 sec) If Equipped	0	degrees
DPID \$36 Byte 2	\$00	Steering Wheel Angle (-2 sec) If Equipped	0	degrees
DPID \$36 Byte 3	\$00	Steering Wheel Angle (-3 sec) If Equipped	0	degrees
DPID \$36 Byte 4	\$00	Steering Wheel Angle (-4 sec) If Equipped	0	degrees
DPID \$36 Byte 5	\$00	Steering Wheel Angle (-5 sec) If Equipped	0	degrees
DPID \$36 Byte 6 bit 7	\$00	Steering Wheel Angle Validity Status If Equipped	Valid	
DPID \$37 Byte 1 bit 7	\$00	Antilock Brake System Active (-1 sec) If Equipped	No	
DPID \$37 Byte 1 bit 6	\$00	Antilock Brake System Active (-2 sec) If Equipped	No	
DPID \$37 Byte 1 bit 5	\$00	Antilock Brake System Active (-3 sec) If Equipped	No	
DPID \$37 Byte 1 bit 4	\$00	Antilock Brake System Active (-4 sec) If Equipped	No	
DPID \$37 Byte 1 bit 3	\$00	Antilock Brake System Active (-5 sec) If Equipped	No	
DPID \$37 Byte 2 bit 7	\$00	Traction Control System Active (-1 sec) If Equipped	No	
DPID \$37 Byte 3 bit 7	\$00	Vehicle Dynamics Control Active (-1 sec) If Equipped	No	
DPID \$37 Byte 3 bit 6	\$00	Vehicle Dynamics Control Active (-2 sec) If Equipped	No	
DPID \$37 Byte 3 bit 5	\$00	Vehicle Dynamics Control Active (-3 sec) If Equipped	No	
DPID \$37 Byte 3 bit 4	\$00	Vehicle Dynamics Control Active (-4 sec) If Equipped	No	
DPID \$37 Byte 3 bit 3	\$00	Vehicle Dynamics Control Active (-5 sec) If Equipped	No	
DPID \$37 Byte 4 bits 3-0	\$02	Transmission Range (-1 sec) If Equipped	Second Gear	
DPID \$37 Byte 5 bits 3-0	\$04	Transmission Selector Position (-1 sec) If Equipped	Fourth Gear	
DPID \$37 Byte 6 bit 7	\$00	Service Engine Soon (Non-Emission Related) Lamp (1 sec)	OFF	
DPID \$37 Byte 6 bit 6	\$00	Service Vehicle Soon Lamp (1 sec)	OFF	
DPID \$37 Byte 6 bit 3	\$00	Brake System Warning Lamp If Equipped	OFF	
DPID \$37 Byte 6 bit 1	\$00	Low Tire Pressure Warning Lamp If Equipped	OFF	
DPID \$37 Byte 7 bit 7	\$20	Antilock Brake System Active Validity Status If Equipped	Valid	
DPID \$37 Byte 7 bit 6	\$20	Traction Control System Active Validity Status If Equipped	Valid	
DPID \$37 Byte 7 bit 5	\$20	Vehicle Dynamics Control Active Validity Status If Equipped	Invalid	
DPID \$37 Byte 7 bit 4	\$20	Transmission Range Validity Status If Equipped	Valid	
DPID \$37 Byte 7 bit 3	\$20	Transmission Selector Position Validity Status If Equipped	Valid	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$37 Byte 7 bit 2	\$20	Service Engine Soon (Non-Emission Related) / Service Vehicle Soon Lamp Validity Status	Valid	
DPID \$37 Byte 7 bit 1	\$20	Low Tire Pressure Warning Lamp Validity Status If Equipped	Valid	
DPID \$38 Byte 1	\$48	Outside Air Temperature (-1 sec) If Equipped	25	
DPID \$38 Byte 2 bit 7	\$00	Outside Air Temperature Validity Status (-1 sec) If Equipped	Valid	
DPID \$38 Byte 5 bits 7-6	\$03	Left Front Door Status (-1 sec) If Equipped	Closed	
DPID \$38 Byte 5 bits 5-4	\$03	Right Front Door Status (-1 sec) If Equipped	Closed	
DPID \$38 Byte 5 bits 3-2	\$03	Rear Door(s) Status (-1 sec) If Equipped	Closed	
DPID \$38 Byte 5 bits 1-0	\$03	Left Rear Door Status (-1 sec) If Equipped	Unused	
DPID \$38 Byte 6 bits 7-6	\$C0	Right Rear Door Status (-1 sec) If Equipped	Unused	
DPID \$38 Byte 7 bit 7	\$00	Left Front Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 6	\$00	Right Front Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 5	\$00	Rear Door(s) Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 4	\$00	Left Rear Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 3	\$00	Right Rear Door Validity Status If Equipped	Valid	
DPID \$39 Byte 1	\$00	Lateral Acceleration (-1 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 2	\$00	Lateral Acceleration (-2 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 3	\$00	Lateral Acceleration (-3 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 4	\$00	Lateral Acceleration (-4 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 5	\$00	Lateral Acceleration (-5 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 6 bit 7	\$80	Lateral Acceleration Validity Status If Equipped	Invalid	
DPID \$3A Byte 1	\$00	Yaw Rate (-1 sec) If Equipped	0	
DPID \$3A Byte 2	\$00	Yaw Rate (-2 sec) If Equipped	0	
DPID \$3A Byte 3	\$00	Yaw Rate (-3 sec) If Equipped	0	
DPID \$3A Byte 4	\$00	Yaw Rate (-4 sec) If Equipped	0	
DPID \$3A Byte 5	\$00	Yaw Rate (-5 sec) If Equipped	0	
DPID \$3A Byte 6 bit 7	\$80	Yaw Rate Validity Status If Equipped	Invalid	

VIN Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$3D Byte 1	\$31	Vehicle Identification Number (VIN) Digit 3	1	
DPID \$3D Byte 2	\$41	Vehicle Identification Number (VIN) Digit 4	A	
DPID \$3D Byte 3	\$4C	Vehicle Identification Number (VIN) Digit 5	L	
DPID \$3D Byte 4	\$31	Vehicle Identification Number (VIN) Digit 6	1	
DPID \$3D Byte 5	\$35	Vehicle Identification Number (VIN) Digit 7	5	
DPID \$3D Byte 6	\$46	Vehicle Identification Number (VIN) Digit 8	F	
DPID \$3E Byte 1	\$36	Vehicle Identification Number (VIN) Digit 10	6	
DPID \$3E Byte 2 bits 7-4	\$70	Vehicle Identification Number (VIN) Digit 12	7	
DPID \$3E Byte 2 bits 3-0	\$70	Vehicle Identification Number (VIN) Digit 13	0	
DPID \$3E Byte 3 bits 7-4	\$20	Vehicle Identification Number (VIN) Digit 14	2	
DPID \$3E Byte 3 bits 3-0	\$20	Vehicle Identification Number (VIN) Digit 15	0	
DPID \$3E Byte 4 bits 7-4	\$74	Vehicle Identification Number (VIN) Digit 16	7	
DPID \$3E Byte 4 bits 3-0	\$74	Vehicle Identification Number (VIN) Digit 17	4	

Multiple Event Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$3F Byte 1 bit 7	\$00	An Event(s) Preceded the Recorded Event(s)	No	
DPID \$3F Byte 1 bit 6	\$00	An Event(s) was in Between the Recorded Event(s)	No	
DPID \$3F Byte 1 bit 5	\$00	An Event(s) Followed the Recorded Event(s)	No	
DPID \$3F Byte 1 bit 4	\$00	The Event(s) Not Recorded was a Deployment Event(s)	No	
DPID \$3F Byte 1 bit 3	\$00	The Event(s) Not Recorded was a Non-Deployment Event(s)	No	
DPID \$3F Byte 1 bits 2-0	\$00	Associated Events Not Recorded	0	

Power Mode Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$3F Byte 3 bits 7-6	\$90	Vehicle Power Mode Status	Run	
DPID \$3F Byte 3 bit 5	\$90	Remote Start Status If Equipped	Inactive	
DPID \$3F Byte 3 bit 4	\$90	Run/Crank Ignition Switch Logic Level	Active	

Deployment Event Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$67 Byte 1 bit 7	\$A0	Crash Record Locked	Yes	
DPID \$67 Byte 1 bit 5	\$A0	Vehicle Event Data (Pre-Crash) Associated With This Event	Yes	
DPID \$67 Byte 2	\$A5	Event Recording Complete	Yes	
DPID \$68 Byte 1 bit 7	\$D0	Driver 1st Stage Deployment Loop Commanded	Yes	
DPID \$68 Byte 1 bit 6	\$D0	Driver 2nd Stage Deployment Loop Commanded	Yes	
DPID \$68 Byte 1 bit 5	\$D0	Driver Side Deployment Loop Commanded	No	
DPID \$68 Byte 1 bit 4	\$D0	Driver Pretensioner Deployment Loop Commanded	Yes	
DPID \$68 Byte 1 bit 3	\$D0	Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 1 bit 2	\$D0	Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 1 bit 1	\$D0	Driver Knee Deployment Loop Commanded	No	
DPID \$68 Byte 2 bit 7	\$10	Passenger 1st Stage Deployment Loop Commanded	No	
DPID \$68 Byte 2 bit 6	\$10	Passenger 2nd Stage Deployment Loop Commanded	No	
DPID \$68 Byte 2 bit 5	\$10	Passenger Side Deployment Loop Commanded	No	
DPID \$68 Byte 2 bit 4	\$10	Passenger Pretensioner Deployment Loop Commanded	Yes	
DPID \$68 Byte 2 bit 3	\$10	Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 2 bit 2	\$10	Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 2 bit 1	\$10	Passenger Knee Deployment Loop Commanded	No	
DPID \$68 Byte 3 bit 7	\$00	Driver Anchor Pretensioner Deployment Loop Commanded	No	
DPID \$68 Byte 3 bit 6	\$00	Second Row Left Pretensioner Deployment Loop Commanded	No	
DPID \$68 Byte 3 bit 5	\$00	Third Row Left Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 3 bit 3	\$00	Second Row Right Pretensioner Deployment Loop Commanded	No	
DPID \$68 Byte 3 bit 4	\$00	Second Row Right Side Deployment Loop Commanded	No	
DPID \$68 Byte 3 bit 2	\$00	Third Row Right Roof Rail/Head Curtain Loop Commanded	No	
DPID \$68 Byte 3 bit 1	\$00	Center Rear Pretensioner Deployment Loop Commanded	No	
DPID \$68 Byte 4 bit 7	\$80	Driver 2nd Stage Deployment Loop Commanded for Disposal	Yes	
DPID \$68 Byte 4 bit 6	\$80	Passenger 2nd Stage Deployment Loop for Disposal Commanded	No	
DPID \$69 Byte 1 bit 7	\$00	SIR Warning Lamp Status	OFF	
DPID \$69 Bytes 2-3	FFFF0	SIR Warning Lamp ON/OFF Time Continuously	655200	seconds
DPID \$69 Bytes 4-5	\$111E	Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	4382	cycles
DPID \$6A Byte 1	\$FE	Ignition Cycles Since DTCs Were Last Cleared	254	cycles
DPID \$6A Bytes 2-3	\$302A	Ignition Cycles at Event	12330	cycles
DPID \$6B Bytes 1-2	\$0000	DTC number for fault #1	N/A	
DPID \$6B Byte 3	\$00	DTC fault type for fault #1	\$00	
DPID \$6B Bytes 4-5	\$0000	DTC number for fault #2	N/A	
DPID \$6B Byte 6	\$00	DTC fault type for fault #2	\$00	
DPID \$6C Bytes 1-2	\$0000	DTC number for fault #3	N/A	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$6C Byte 3	\$00	DTC fault type for fault #3	\$00	
DPID \$6C Bytes 4-5	\$0000	DTC number for fault #4	N/A	
DPID \$6C Byte 6	\$00	DTC fault type for fault #4	\$00	
DPID \$6D Bytes 1-2	\$0000	DTC number for fault #5	N/A	
DPID \$6D Byte 3	\$00	DTC fault type for fault #5	\$00	
DPID \$6D Bytes 4-5	\$0000	DTC number for fault #6	N/A	
DPID \$6D Byte 6	\$00	DTC fault type for fault #6	\$00	
DPID \$6E Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-70 msec)	0.00	MPH
DPID \$6E Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (-70 msec)	0.00	MPH
DPID \$6E Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-60 msec)	0.00	MPH
DPID \$6E Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (-60 msec)	0.00	MPH
DPID \$6E Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-50 msec)	0.00	MPH
DPID \$6E Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (-50 msec)	0.00	MPH
DPID \$6F Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-40 msec)	0.00	MPH
DPID \$6F Byte 2	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (-40 msec)	-0.68	MPH
DPID \$6F Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-30 msec)	0.00	MPH
DPID \$6F Byte 4	\$FE	SDM Recorded Vehicle Velocity Change for Axis #2 (-30 msec)	-1.36	MPH
DPID \$6F Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-20 msec)	0.00	MPH
DPID \$6F Byte 6	\$FC	SDM Recorded Vehicle Velocity Change for Axis #2 (-20 msec)	-2.71	MPH
DPID \$70 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (-10 msec)	0.00	MPH
DPID \$70 Byte 2	\$F9	SDM Recorded Vehicle Velocity Change for Axis #2 (-10 msec)	-4.74	MPH
DPID \$70 Byte 3	\$01	SDM Recorded Vehicle Velocity Change for Axis #1 (0 msec)	0.68	MPH
DPID \$70 Byte 4	\$F5	SDM Recorded Vehicle Velocity Change for Axis #2 (0 msec)	-7.46	MPH
DPID \$70 Byte 5	\$01	SDM Recorded Vehicle Velocity Change for Axis #1 (10 msec)	0.68	MPH
DPID \$70 Byte 6	\$F1	SDM Recorded Vehicle Velocity Change for Axis #2 (10 msec)	-10.17	MPH
DPID \$71 Byte 1	\$01	SDM Recorded Vehicle Velocity Change for Axis #1 (20 msec)	0.68	MPH
DPID \$71 Byte 2	\$ED	SDM Recorded Vehicle Velocity Change for Axis #2 (20 msec)	-12.88	MPH
DPID \$71 Byte 3	\$01	SDM Recorded Vehicle Velocity Change for Axis #1 (30 msec)	0.68	MPH
DPID \$71 Byte 4	\$EA	SDM Recorded Vehicle Velocity Change for Axis #2 (30 msec)	-14.91	MPH
DPID \$71 Byte 5	\$02	SDM Recorded Vehicle Velocity Change for Axis #1 (40 msec)	1.36	MPH
DPID \$71 Byte 6	\$E7	SDM Recorded Vehicle Velocity Change for Axis #2 (40 msec)	-16.95	MPH
DPID \$72 Byte 1	\$02	SDM Recorded Vehicle Velocity Change for Axis #1 (50 msec)	1.36	MPH
DPID \$72 Byte 2	\$E5	SDM Recorded Vehicle Velocity Change for Axis #2 (50 msec)	-18.30	MPH
DPID \$72 Byte 3	\$02	SDM Recorded Vehicle Velocity Change for Axis #1 (60 msec)	1.36	MPH
DPID \$72 Byte 4	\$E4	SDM Recorded Vehicle Velocity Change for Axis #2 (60 msec)	-18.98	MPH
DPID \$72 Byte 5	\$02	SDM Recorded Vehicle Velocity Change for Axis #1 (70 msec)	1.36	MPH
DPID \$72 Byte 6	\$E4	SDM Recorded Vehicle Velocity Change for Axis #2 (70 msec)	-18.98	MPH
DPID \$73 Byte 1	\$02	SDM Recorded Vehicle Velocity Change for Axis #1 (80 msec)	1.36	MPH
DPID \$73 Byte 2	\$E5	SDM Recorded Vehicle Velocity Change for Axis #2 (80 msec)	-18.30	MPH
DPID \$73 Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (90 msec)	0.00	MPH

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$73 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (90 msec)	0.00	MPH
DPID \$73 Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (100 msec)	0.00	MPH
DPID \$73 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (100 msec)	0.00	MPH
DPID \$74 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (110 msec)	0.00	MPH
DPID \$74 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (110 msec)	0.00	MPH
DPID \$74 Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (120 msec)	0.00	MPH
DPID \$74 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (120 msec)	0.00	MPH
DPID \$74 Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (130 msec)	0.00	MPH
DPID \$74 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (130 msec)	0.00	MPH
DPID \$75 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (140 msec)	0.00	MPH
DPID \$75 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (140 msec)	0.00	MPH
DPID \$75 Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (150 msec)	0.00	MPH
DPID \$75 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (150 msec)	0.00	MPH
DPID \$75 Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (160 msec)	0.00	MPH
DPID \$75 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (160 msec)	0.00	MPH
DPID \$76 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (170 msec)	0.00	MPH
DPID \$76 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (170 msec)	0.00	MPH
DPID \$76 Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (180 msec)	0.00	MPH
DPID \$76 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (180 msec)	0.00	MPH
DPID \$76 Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (190 msec)	0.00	MPH
DPID \$76 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (190 msec)	0.00	MPH
DPID \$77 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (200 msec)	0.00	MPH
DPID \$77 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (200 msec)	0.00	MPH
DPID \$77 Byte 3	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (210 msec)	0.00	MPH
DPID \$77 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (210 msec)	0.00	MPH
DPID \$77 Byte 5	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (220 msec)	0.00	MPH
DPID \$77 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (220 msec)	0.00	MPH
DPID \$78 Byte 1 bit 7	\$50	Driver Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 1 bit 6	\$50	Driver Belt Switch Circuit Status Monitored	Yes	
DPID \$78 Byte 1 bit 5	\$50	Passenger Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 1 bit 4	\$50	Passenger Belt Switch Circuit Status Monitored	Yes	
DPID \$78 Byte 1 bit 3	\$50	Front Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 1 bit 2	\$50	Front Center Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 2 bit 7	\$00	Second Row Left Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 2 bit 6	\$00	Second Row Left Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 2 bit 5	\$00	Second Row Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 2 bit 4	\$00	Second Row Center Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 2 bit 3	\$00	Second Row Right Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 2 bit 2	\$00	Second Row Right Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 3 bit 7	\$00	Third Row Left Belt Switch Circuit Status	UNBUCKLED	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$78 Byte 3 bit 6	\$00	Third Row Left Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 3 bit 5	\$00	Third Row Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 3 bit 4	\$00	Third Row Center Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 3 bit 3	\$00	Third Row Right Belt Switch Circuit Status	UNBUCKLED	
DPID \$78 Byte 3 bit 2	\$00	Third Row Right Belt Switch Circuit Status Monitored	No	
DPID \$78 Byte 4 bit 7	\$00	Driver Seat Position Status	Rearward	
DPID \$78 Byte 4 bit 6	\$00	Driver Seat Position Status Monitored	No	
DPID \$78 Byte 4 bit 5	\$00	Passenger Seat Position Status	Rearward	
DPID \$78 Byte 4 bit 4	\$00	Passenger Seat Position Status Monitored	No	
DPID \$79 Byte 1 bit 7	\$00	Automatic Passenger SIR Suppression System Validity Status at AE / Passenger SIR Suppression Switch Circuit Status Validity Status at AE	Air Bag Suppressed	
DPID \$79 Byte 1 bit 0	\$00	Automatic Passenger SIR Suppression System Status at AE / Passenger SIR Suppression Switch Circuit Status at AE	Valid	
DPID \$79 Bytes 2-3	\$0000	SDM Synchronization Counter	0	
DPID \$79 Byte 4 bits 7-6	\$00	Rollover Sensor Message Status	Last message received contained errors	
DPID \$79 Byte 4 bit 5	\$00	Side Air Bag(s) Were First Commanded to Deploy Due to Side Impact Event	No	
DPID \$79 Byte 4 bit 4	\$00	Side Air Bag(s) Were First Commanded to Deploy Due to Rollover Event	No	
DPID \$79 Byte 4 bits 3-0	\$00	Rollover Sensor Status	No Rollover Event	
DPID \$7A Byte 1 bit 7	\$00	Passenger SIR Suppression Switch Circuit Status Validity Status at First Deployment Command	Valid	
DPID \$7A Byte 1 bit 1	\$00	Passenger SIR Suppression Switch Circuit Status at First Deployment Command	Air Bag Suppressed	
DPID \$7A Byte 2	\$00	Rollover Sensor - Time Between Successive Side Deploys	0	msec
DPID \$7A Byte 3	\$00	Rollover Sensor - Time From Rollover Enable to Deploy	0	msec
DPID \$7B Byte 1	\$11	Driver 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met	34	msec
DPID \$7B Byte 2	\$43	Driver 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met	134	msec
DPID \$7B Byte 3	\$00	Passenger 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$7B Byte 4	\$00	Passenger 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$7B Byte 5	\$00	Driver Side or Roof Rail/Head Curtain Time From Algorithm Enable to Deployment Command Criteria Met	0	msec

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$7B Byte 6	\$00	Passenger Side or Roof Rail/Head Curtain Time From Algorithm	0	msec
DPID \$7B Byte 7	\$00	Enable to Deployment Command Criteria Met Time Between Events	0	seconds

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No.	71-600309803	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Injury
Address		City	Hawley	Involved Dtr		Safety	Yes
State	PA	ZipCd		Source	Phone	Updated	2/5/2010 04:02:15 PM
Serial #/VIN	1G1AT58H197	Model Year	2009	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	08/08/2009	Status	Open	Owner	KINZERTH
Model	Cobalt	Mileage	6000	Sub-Status	Satisfied	Opened	2/3/2010 04:03:23 PM
Abstract	Steering & Brakes - Collision w/Injuries						
Customer Description	This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039						
Closed							

Pre-PAR

PAR Number: 2010074800		Incident Date/Time: 1/15/2010 07:48:00 PM	State: Y	Injuries: 0	Other Veh: 0	People in Veh: 1	Road Surface: Asphalt	Road Cond: Dry	File Report: n/a	Police Report: unknown
Owner: Driver Last Name: [REDACTED]		Driver First Name: [REDACTED]	DOB: [REDACTED]	Height: 5'0"	Weight: 115	DOB: 1/15/1965	Sex: None	DOB: [REDACTED]	DOB: [REDACTED]	DOB: [REDACTED]
Insurance Agent Name: [REDACTED]		Insurance Agent First Name: [REDACTED]	Phone #: (570) 655-2831	Insurance Agency Name: Donegal						
Incident Loc	route 6 north bound Between hawley and whittemills						Incident Desc	while driving the steering wheel totally locked up and when the cust hit the brake took a few hundred ft before it took a 360 turn to the opposite side		
Component	the whole front end						Damage Desc	the whole front end was smashed in		
Vehicle Loc	at the wayne body collision shop						Addl Info	Airbag did deploy during the collision		
Emrgy Svc Names	Hawley Police Department						Maint Loc	none		

PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	None		
Vehicle Speed	40		Weather Condition	clear			Prop Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type	Steering and Suspension Sys			Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	front end crushed in and passenger side dented						Explain Other	file forwarded to ESIS		

Service Request Detail

PAR Injuries

DOB	Location	Phone #	Seating Pos	Restraint Type
01/15/65	Occupant of Owner's Vehicle	(570) 955-7503	Driver	seatbelts and airbags
Injury Description		Medical Rpt#	Treatment Location	Treated By
contusion chest wall from the impact of the bag customer still having periodic neck pains		V01043423118	Wayne Memorial Hospital Honesdale, PA 18431	Dr. Mikhail Hosny
Street Address		City	State	Zip Code
805 Hudson St		Hawley	PA	18428-1207

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 04:04:59 PM	KINZERTH	KINZERTH	Scheduled Follow-up	Scheduled Alarm			ESIS
Contact Last Name		Contact First Name	Account	BAC Code			
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 04:03:06 PM	MARTIRAM	ESISBIQU	Escalation	ESIS - Injuries	In Progress		ESIS - Injuries
Contact Last Name		Contact First Name	Account	BAC Code			
Injuries - Constance Hawkins - contusion chest wall from the impact of the bag, customer still having periodic neck pains							

Ramiro/PAR/ATX

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 03:35:19 PM	KINZERTH	KINZERTH	Scheduled Follow-up	Done		2/5/2010 04:04:58 PM	ESIS
Contact Last Name		Contact First Name	Account	BAC Code			
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 03:34:39 PM	KINZERTH	MARTIRAM	Notify CRM		Done	2/5/2010 04:01:40 PM	ESIS - Injuries

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments:
Customer claims collision due to failure of the steering and braking systems
Customer did receive medical treatment for injuries

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 02:32:09 PM	KINZERTH	KINZERTH	Scheduled Outbound Call	Cancelled - Cust Called Prior	Done	2/4/2010 03:21:22 PM	Initial

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments:
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 02:31:11 PM	KINZERTH	KINZERTH	Outbound Call Customer	Left Message	Done	2/4/2010 02:32:01 PM	Called ([REDACTED])

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Left voicemail for cust
* Provided contact information
* Scheduled callback

Thaddeus Kinzer/PAR/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 10:29:14 AM	KINZERTH	KINZERTH	Scheduled Outbound Call	Cust	Done	2/4/2010 02:30:10 PM	Initial

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 10:24:17 AM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	2/4/2010 10:24:17 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:39:45 AM	MARTIRAM	KINZERTH	Ownership Changed		Done	2/4/2010 09:39:45 AM	Service Request Ownership has changed FROM: DELAPADE TO: KINZERTH

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:39:32 AM	MARTIRAM	KINZERTH	BRC PAR	Initial Contact-AVM	Done	2/4/2010 10:38:28 AM	DVM Name Joel Kruger

Contact Last Name	Contact First Name	Account	BAC Code

The request number is 71-500308803
The customer's name is
The vehicle is a (year / make / model) 2009 Chevrolet Cobalt
The last 8 of the VIN are 97
The concern involved is Customer claims collision due to steering system failure

Thaddeus Kinzer/PA/ATX

Confidential Comments

Service Request Detail

Activities

Created By	Assigned To	Activity Type	Initial Contact	Status	Completed	Description
2/4/2010 09:39:30 AM	MARTIRAM KINZERTH	BRC PAR	Initial Contact- Dealer	Done	2/4/2010 10:35:28 AM	Called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code			

Spoke with Mel Beaver, svc mgr at Regester Chevrolet

- * Verified no previous repairs or concerns related to the steering system

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created By	Assigned To	Activity Type	Initial Contact	Status	Completed	Description
2/4/2010 09:39:27 AM	MARTIRAM KINZERTH	BRC PAR	Initial Contact- Phone	Done	2/4/2010 03:34:38 PM	Customer called in
Contact Last Name	Contact First Name	Account	BAC Code			

Spoke with customer Constance Hawkins

- * Customer claims collision due to steering and brake failure
- * Verified pre-par and completed par detail interview
- * Customer states she was driving when the steering locked up, and when she tried to apply the brakes they locked up as well and she had no control of the car - vehicle spun out and impacted guard rail on the opposite side of the roadway
- * Customer states she was injured and received medical treatment at local hospital
- * Verified no property damage
- * Vehicle has been towed to independent repair facility by customer's insurance who is planning on repairing the vehicle - no repair estimate available
- * Advised customer that file would be forwarded to EGIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:39:22 AM	MARTIRAM	KINZERTH	BRC PAR	Acknowledgement	Done	2/4/2010 10:28:11 AM	Called (570) 226-0556

Contact Last Name	Contact First Name	Account	BAC Code

Comments:
Left voicemail for cust

* Provided contact information
* Scheduled callback

Thaddeus Kinzer/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:39:11 AM	MARTIRAM	KINZERTH	Notify CRM		Done	2/4/2010 09:42:13 AM	File Assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:39:06 AM	MARTIRAM	KINZERTH	Research		Done	2/4/2010 10:28:43 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments:
Open Recalls:None
Related Repairs:None
Previous SRs:None

Thaddeus Kinzer/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:38:51 AM	MARTIRAM	KINZERTH	BRC PAR	Case Assigned	Done	2/4/2010 09:42:19 AM	Assigned to Thaddeus Kinzer x41039

Contact Last Name	Contact First Name	Account	BAC Code

Comments:

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:38:37 AM	MARTIRAM	DELAPADE	SR Opened		Done	2/4/2010 09:38:37 AM	SR in Status of Closed has been Re-Opened by MARTIRAM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 09:38:36 AM	MARTIRAM	DELAPADE	SR Closed - Dissatisfied		Done	2/4/2010 09:38:36 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/3/2010 04:28:58 PM	DELAPADE	MARTIRAM	Escalation	Initiate PAR	Done	2/4/2010 09:38:31 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/3/2010 04:21:28 PM	DELAPE	DELAPE	Inbound Call Customer	Complex Request	Done	2/3/2010 04:28:16 PM	Alleged product allegation property damage
Contact Last Name	Contact First Name	Account	BAC Code				

Cust sis:
I almost killed myself. while driving the steering wheel totally locked up. tried to hit the brake and the veh went 350. took the car a couple of hundred ft before it took the 350

CRS adv.
= adv customer that her information will be forwarded to the Product Allegation Department within the BRC

Dennis De la Paz/CAC/Mia/Mer1/Level0

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M01	Inoperative	Steering - General
H01	Inoperative	Brakes - General

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AT58H197
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VEHICLE INFORMATION

Merchandising Model :	1AL69 -2009 COBALT 4-DOOR LT SEDAN				Warranty Start Date :		08/08/2009	
BARS Order Type :	70 - RETAIL - STOCK							
Delivering Dealer :	TOM HESSER CHEVROLET, INC. 1001 N WASHINGTON AVE SCRANTON, PA 18509-2917 (570) 343-1221				Selling Source :		13 - CHEVROLET	
					Site Code :		15133	
					Business Associate Code :		113942	
Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid	

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	09041	SHIFT LEVER INDICATOR MAY NOT DISPLAY CORRECT GEAR	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM .infoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	VUGY12MN	XM Status	Active	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	08/08/2009	142 miles	08/08/2012	36142 miles
72/100000 SHEET METAL COVERAGE RUST THROUGHOUT LIMITED WARRANTY	08/08/2009	142 miles	08/08/2015	100142 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	08/08/2009	142 miles	08/08/2014	100142 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	08/08/2009	142 miles	08/08/2017	80142 miles
180/150000 CALIFORNIA SELECT COMPONENT	08/08/2009	142 miles	08/08/2024	150142 miles
180/150000 CALIFORNIA EMISSIONS	08/08/2009	142 miles	08/08/2024	150142 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/09/2009	136485	#	V2064 - 09041 - INSPECT & ENSURE ENGAGEMENT OF TRANSMISSION SHIFT	4 miles
11/06/2008	A [REDACTED]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
--

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GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AT58H1972
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CLAIM HISTORY

Repair Order Date :		04/09/2009		Repair Order Number :		136485		Odometer Reading :		4 miles	
Serviced By :	REGESTER CHEVROLET, INC. PO BOX 128 THOMPSONTOWN, PA 17094-0128 (717) 535-5121					Selling Source :		13 - CHEVROLET			
						Site Code :		15686			
						Business Associate Code :		113930			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
04/17/2009	996	01	#	V2064 - 09041 - INSPECT & ENSURE ENGAGEMENT OF TRANSMISSION SHIFT	N/A	N/A	N/A	\$ 11.79	N		

Repair Order Date :		11/06/2008		Repair Order Number :		A		Odometer Reading :		0 miles	
Serviced By :	REGESTER CHEVROLET, INC. PO BOX 128 THOMPSONTOWN, PA 17094-0128 (717) 535-5121					Selling Source :		13 - CHEVROLET			
						Site Code :		15686			
						Business Associate Code :		113930			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
11/11/2008	951	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 73.20	N		

CHECK HISTORY

Vehicle Has No Associated Check History.
--

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2/8/2010

GM Vehicle Inquiry System Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN	1G1AT58H1972
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VEHICLE BUILD

Merchandising Model :	1AL69 -2009 COBALT 4-DOOR LT SEDAN		
Gross Vehicle Weight Rating :	1740 kg (3837 lb)	Order Number :	MXZS3Z
Build Date :	11/06/2008	Build Plant :	197A

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AP3 - REMOTE VEHICLE START	AR9 - DELUXE FRONT BUCKET SEAT
ASA - RESTRAINT SYSTEM SEAT, INFLATABLE, DRIVER & PASS FRT, LOW RISK DEPLOYMENT - INFANT ONLY SUPPRESSION	ASF - HEAD CURTAIN SIDE AIRBAGS, FRONT/REAR
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU3 - POWER DOOR LOCKS W/REMOTE KEYLESS ENTRY
B34 - FLOOR MATS, FRONT/REAR	B35 - REAR FLOOR MATS
B84 - BODY COLOR, BODYSIDE MOLDINGS	C67 - ELECT. FRONT AIR CONDITIONER
DCP - ONSTAR DIRECTIONS AND CONNECTIONS 1 YR FACTORY PACKAGE	DG7 - BODY COLOR POWER MIRRORS
D31 - MIRROR I/S R/V TILT	FE1 - SUSPENSION SYSTEM-SOFT RIDE
FY1 - TRANS/AXLE 3.63 RATIO	IPC - INTERIOR TRIM DESIGN
JM4 - ANTILOCK BRAKE SYSTEM	K34 - CRUISE CONTROL
K64 - 115 AMP GENERATOR	LAP - ENGINE, 2.2L DOHC VVT
LOD - ASSEMBLY PLANT - LORDSTOWN, OHIO	MN5 - 4 SPEED AUTO TRANSMISSION
MX0 - 4-SPEED AUTOMATIC TRANSMISSION	NE1 - 50-STATE EMISSIONS
NU6 - EMISSION SYSTEM CALIFORNIA, PZEV	NW7 - TRACTION CONTROL
NZ0 - 16" ALUMINUM, 5-SPOKE WHEELS	N34 - 3 SPOKE LEATHER STEERING WHEEL
PCU - MYLINK PACKAGE *1 YR ONSTAR DIRECTIONS W/ TURN-BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE) *1 YR XM SATELLITE RADIO *STEERING WHEEL AUDIO CONTROLS *BLUETOOTH FOR PHONE	QLG - TIRE ALL P205/55R16-89H BW

*AM/FM/CD AND USB *CRUISE CONTROL *LEATHER WRAPPED STEERING WHEEL *LEATHER WRAPPED SHIFT KNOB *ANTI-LOCK BRAKES *16" ALUMINUM MACHINE FACED WHEELS	
R6I - OPTION CHANGE IDENTIFIER	R9C - STANDARD TO OPT ID
R9N - PROCESSING CODE - SEAT	SLM - STOCK ORDERS
T43 - REAR SPOILER	UE1 - 1 YR ONSTAR DIRECTIONS W/ TURN-BY- TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)
UJ6 - TIRE PRESS INDICATOR	UK3 - LEATHER WRAP STEERING WHEEL, STEERING WHEEL AUDIO CONTROLS AND BLUETOOTH FOR PHONE
UPF - BLUETOOTH FOR PHONE	UQ4 - BASE SPEAKER SYSTEM
UUI - RADIO, AM/FM W/ SINGLE CD, AUX INPUT & USB	U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
VK3 - FRONT LICENSE PLATE BRACKET	VT7 - OWNERS MANUAL ENGLISH
VY7 - LEATHER SHIFT KNOB	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
ZAG - SPARE TIRE AND WHEEL (REPLACES TIRE SEALANT & INFLATOR KIT)	1LT - 1LT BASE PACKAGE
ISZ - OPTION PACKAGE DISCOUNT	14C - GRAY
14I - GRAY	6AP - FRONT SPRING
7AP - FRONT SPRING	8AB - REAR SPRING
87U - SLATE METALLIC	9AB - REAR SPRING

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PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No. 71-800722777	Ref No.	Goodwill No Goodwill Offered	BRC Type PAR
Account	Site	GW SubType	Bus. Unit BRC
Last Name	First Name	Approval Not Initiated	Area PAR
Daytime #	Evening #	UCC Steering - General	Sub-Area Initiate PAR - Collision
Address	City Mc Ewen	Involved Dir	Safety Yes
State TN ZipCd	Con Acct	Source Phone	Updated 2/8/2010 03:58:25 PM
Serial #VIN 1G1AK52F957	Model Year 2005	Priority Medium License #	Owner BRUCED1
Make Chevrolet	Warr. Start 04/05/2005	Status Open	Opened 2/4/2010 04:02:17 PM
Model Cobalt	Mileage	Sub-Status Dissatisfied	Closed
Abstract E - Initiate PAR- Collision			
Customer Description	This is a BRC PAR File. Please do not assume. DO NOT ADVISE. Forward all inquiries to Deangelis @ ext 21114		

Pre-PAR

PAR Notified	Incident Date/Time	Injuries	Other Veh	People In Veh	Road Surface	Road Cond	Fire Report	Police Report
Driver	1/29/2010 12:00:00 AM	Y	0	4	Asphalt	Dry	None	Unknown
Driver Last Name	Driver First Name	DOB	Height	Weight	DOB	Disabilities	Notes	Notes
		5.11	127/1075	None				
Insurance Agency	Insurance Agent First Name	Phone #	Insurance Agency					
None	None	(800) Saf-eAut x0	Safe Auto Insurance					
Incident Loc	HW 70, TN	Incident Desc	Cust sts I was driving down the highway and something popped and the veh left the road and then we went into a ditch and hit a pole then the air bags did not deploy					
Component	Air Bags and steering	Damage Desc	Frame up on the front and numerous things.					
Vehicle Loc	Home	Add'l Info	Cust doesn't have full information for injured occupants.					
Emgcy Svc Names	Humpty's County Police Dept	Maint Loc	Independent.					

PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	None
Vehicle Speed	60	Weather Condition	Cold	Prop Owner	None	Property Type	None	None
Last Service Date		Loc Last Service		Property Location	None	Prop Est Repair Cost		
Veh Est Repair Cost		Spec Equip Installer	None	Prop Damage Description	None			
Primary Veh Use	Personal	Inspection Type	Restraint System SIR/Seat Belt	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	Frame up on the front and numerous things.			Explain Other	Steering concern was the cause of the cust collision the cust feels however there has been no inspection performed at this time			

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
		08/03/73	Occupant of Owner's Vehicle		Front Passenger	Seat Belt
Injury Description	Medical Rpt #	Treatment Location	Treated By			
Broken Rib, fractured neck	Unknown	Horizon Medical in Dixon	Dr. Jackson			
Street Address	City	State	Zip Code			
	Mc Ewen	TN				
Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle		Passenger-side Rear Passenger	None
Injury Description	Medical Rpt #	Treatment Location	Treated By			
Two fractures in his neck	Unknown	Vanderbilt Hospital	Unknown			
Street Address	City	State	Zip Code			
Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle		Driver-side Rear Passenger	None
Injury Description	Medical Rpt #	Treatment Location	Treated By			
Broken C-6 vertebra, broken back	Unknown	Vanderbilt Hospital	Unknown			
Street Address	City	State	Zip Code			

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/8/2010 03:58:28 PM	MERCADTO	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		ESIS - Insurance Involvement
Contact Last Name	Contact First Name	Account			BAC Code		
Comments							
customer alleging steering caused collision. Also concerned about non deployment of the air bags. 3 occupants sustained injuries and sought medical attention. All details of injured parties is unknown by cust.							
Insurance claim has also been filed.							
Tonio Mercado/PA/ATX							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 05:55:14 PM	BRUCED1	BRUCED1	Ownership Changed	Ownership Escalated to BRC	Done	2/5/2010 05:55:14 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 05:52:07 PM	BRUCED1	BRUCED1	Scheduled Follow-up	Scheduled Alarm			Check on ESIS pick up

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 05:51:28 PM	BRUCED1	MERCAUTO	Notify CRM		Done	2/6/2010 03:58:28 PM	Esc to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Due to injuries and insurance involvement

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 04:50:17 PM	BRUCED1	BRUCED1	Inbound Call Customer	Complex Request	Done	2/5/2010 05:42:09 PM	Cust called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Crs Adv: This is Deongella calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust sta: Yes

Continued in Initial

Deongella /PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 03:07:42 PM	BRUCED1	BRUCED1	Scheduled Follow-up		Done	2/5/2010 05:40:11 PM	2nd attempt

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 11:42:07 AM	MARTIRAM	BRUCED1	Ownership Changed		Done	2/5/2010 11:42:07 AM	Service Request Ownership has changed FROM: BARRAGGU TO: BRUCED1

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 11:40:34 AM	MARTIRAM	BRUCED1	BRC PAR	Initial Contact- Phone	Done	2/5/2010 05:40:06 PM	Called -

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust sis I was driving down the highway and something popped and the veh left the road and then we went into a ditch and hit a pole then the air bags did not deploy the veh just did its own thing

Crs adv cust so the concerns you have are with the steering which you feel caused the collision and with the air bags not deploying with teh collision is that right

Cust sis yes because I do not know what happened its like the steering locked up or something happened

Crs Adv: I will be sending your file to our central claims office for further handling. Someone will be in contact w/ you w/ 7-10 business days. If you haven't heard from someone by the end of the 2 weeks please give me a call back and by that time I should have the info of the new agent that will be handling your file which I can release to you at that time.

Deongella /PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 11:40:32 AM	MARTIRAM	BRUCED1	BRC PAR	Initial Contact- Dealer	Done	2/5/2010 02:09:20 PM	Called - No dir call

Comments

No dir call needed due to the fact the veh has not been into the dir since 08

Deongella Bruce/PAI/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 11:40:28 AM	MARTIRAM	BRUCED1	BRC PAR	Initial Contact- AVM	Done	2/5/2010 05:50:53 PM	Called -FFOM Ogburn Anthony Tony 404082 8155

FFOM Name: Ogburn Anthony Tony
Node/Mailbox: 404082 8155

This is Deongella calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.

The request number is: 71-800722777

The Customer's name is:

The dealer involved is: None

Located in: McEwen TN

The vehicle is a: 05 Chevy Cobalt

With current mileage: Unknown

The last 6 digits of the VIN# are: 57

This involves: Air bag concern and steering concern

This message is for informational purposes only. However if you do have any questions please feel free to give me a call.
Provided contact info.

Deongella /PAI/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 11:40:23 AM	MARTIRAM	BRUCED1	BRC PAR	Acknowledgement	Done	2/5/2010 03:07:35 PM	Called -

Contact Last Name: Contact First Name: Account: BAC Code:

Comments

Crs Adv. This is Deongella calling from the GM Product Allegation Dept. I have received your file and do require further information. If you could give me a call back at 1-866-790-5700 ext 21114

Deongella/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 11:40:18 AM	MARTIRAM	BRUCED1	Notify CRM		Done	2/5/2010 02:00:44 PM	file assigned

Contact Last Name: Contact First Name: Account: BAC Code:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 11:40:13 AM	MARTIRAM	BRUCED1	Research		Done	2/5/2010 01:58:52 PM	Research VIN - 1G1AK52F957

Contact Last Name: Contact First Name: Account: BAC Code:

Comments

No prev repairs

No prev recalls

No prev SR's

Deongella/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 11:39:52 AM	MARTIRAM	BRUCED1	BRC PAR	Case Assigned	Done	2/5/2010 01:44:41 PM	file assigned to Deongella Bruce ext 21114

Contact Last Name: Contact First Name: Account: BAC Code:

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 11:39:37 AM	MARTIRAM	BARRAGGU	SR Opened		Done	2/5/2010 11:39:37 AM	SR in Status of Closed has been Re-Opened by MARTIRAM
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/5/2010 11:39:35 AM	MARTIRAM	BARRAGGU	SR Closed - Dissatisfied		Done	2/5/2010 11:39:35 AM	Service Request has been Closed Dissatisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 04:21:10 PM	BARRAGGU	BARRAGGU	Inbound Call Customer	Complex Request	Done	2/4/2010 04:23:07 PM	Pre Par
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sis he wants to sis a complaint sis eh and an accident with his veh and the air bags didn deployed.

CRS adv cust will need to ask him some quetions regrding his accident and all the information, with the case CRS would create will be sent to the ERC department so they would contact him and continue working with the case.

Cust tanked the assistance.

Emma Cox / BA / CAC / Tier 1 / Lvl

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/4/2010 04:18:57 PM	BARRAGGU	MARTIRAM	Escalation	Initiate PAR	Done	2/5/2010 11:39:30 AM	Assigning activity to PAR QUEUE.
Contact Last Name	Contact First Name		Account		BAC Code		Received and assigned in PAR. Ramiro MATX/Workflow Par
"CRS advised that a person from the PAR Department will contact the customer within 2 business days."							
Confidential Comments							

UCC Information

UCC Code	Symptom	Description
S86	Chevrolet	Non Component GM
C48	SIR - Did Not Deploy	Restraints - (SIR) - Driver Front
M01	Inoperative	Steering - General

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AK52F957 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	1AK69 -2005 COBALT 4-DOOR SEDAN				Warranty Start Date :		04/05/2005	
BARS Order Type :	50 - FLEET							
Delivering Dealer :	GENTRY CHEVROLET-BUICK-PONTIAC-GMC, INC. PO BOX 730 SOUTH PITTSBURG , TN 37380-0730 (423) 837-7926				Selling Source :		13 - CHEVROLET	
					Site Code :		08172	
					Business Associate Code :		112571	
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid	

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.
--

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	04/05/2005	10 miles	04/05/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	04/05/2005	10 miles	04/05/2011	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/05/2005	10 miles	04/05/2013	80010 miles
36/36000 FEDERAL EMISSION	04/05/2005	10 miles	04/05/2008	36010 miles
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	04/05/2005	10 miles	04/05/2010	60010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading

2/9/2010

08/10/2006	298840	#	E7650 - MODULE, IGNITION LOCK CYLINDER (HOUSING) - R&R OR REPLACE	32278 miles
04/04/2005	A [REDACTED]	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AK52F957 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		08/10/2006		Repair Order Number :		298840		Odometer Reading :		32278 miles	
Serviced By :	WALKER CHEVROLET PO BOX 680998 FRANKLIN, TN 37068-0998 (615) 591-6000					Selling Source :		13 - CHEVROLET			
						Site Code :		17683			
						Business Associate Code :		112702			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
08/22/2006	719	01	#	E7650 - MODULE, IGNITION LOCK CYLINDER (HOUSING) - R&R OR REPLACE		22730242 - HOUSING K	N/A	N/A	\$ 253.21	Y	

Repair Order Date :		04/04/2005		Repair Order Number :		<div></div>		Odometer Reading :		0 miles	
Serviced By :	GENTRY CHEVROLET-BUICK-PONTIAC-GMC, INC. PO BOX 730 SOUTH PITTSBURG, TN 37380-0730 (423) 837-7926					Selling Source :		13 - CHEVROLET			
						Site Code :		08172			
						Business Associate Code :		112571			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
04/08/2005	576	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A	N/A	N/A	\$ 57.88	N	

CHECK HISTORY

Vehicle Has No Associated Check History.
--

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2/9/2010

GM Vehicle Inquiry System

Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN	1G1AK52F957
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VEHICLE BUILD

Merchandising Model :	1AK69 -2005 COBALT 4-DOOR SEDAN		
Gross Vehicle Weight Rating :	1707 kg (3764 lb)	Order Number :	HZDJX1
Build Date :	04/04/2005	Build Plant :	157A

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AR9 - DELUXE FRONT BUCKET SEAT
BZ3 - GM PRODUCTION WEEK #12	CIU - FLT-ENTERPRISE RENT A CAR
C67 - ELECT. FRONT AIR CONDITIONER	DC8
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FE9 - 50-STATE EMISSIONS
FLT - FLEET PROCESSING OPTION	FY1 - TRANS/AXLE 3.63 RATIO
IPB - INTERIOR TRIM DESIGN	J41 - POWER DISC FRONT BRAKES
K64 - 115 AMP GENERATOR	LOD - ASSEMBLY PLANT - LORDSTOWN, OHIO
L61 - 2.2L DOHC 4 CYL ENGINE	MN5 - 4 SPEED AUTO TRANSMISSION
MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE	NT7 - FEDERAL EMISSION TIER 2
N46 - 4 SPOKE STEERING WHEEL	PG1 - 15" STEEL WHEEL
QTU - P195/60R15 TOURING BW TIRES	R6F - IDENTIFY B-CODE USERS
UQ4 - BASE SPEAKER SYSTEM	U1C - AM/FM STEREO W/CD AND CLOCK
VM3 - CONSUMER INFORMATION LABEL	VQ2 - FLEET ORDERING AND ASSISTANCE
VX7 - LONG TERM DAILY RENTAL PROGRAM	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	1SA - BASE PACKAGE
ISZ - OPTION PACKAGE DISCOUNT	14B - GRAY
14I - GRAY	6AR - FRONT SPRING
7AR - FRONT SPRING	8AA - REAR SPRING
9AA - REAR SPRING	95U - ULTRA SILVER METALLIC

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esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Annette Rigdon
Claims Administrator

February 17, 2010

McEwen, TN [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors LLC
Date/Event: 1-29-10
VIN: 1G1AK52F957 [REDACTED]

Dear [REDACTED]

ESIS provides administrative claims handling services to General Motors (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

So we may further investigate your claim, we request that you provide us with the following information:

1. Proof of defect in your vehicle, including expert's reports, mechanic statements, or other supporting documentation, if any;
2. All medical records concerning the injuries suffered as a result of this accident; or copy of the medical records; An *Authorization for Use and/or Disclosure of Confidential Medical Information* form is enclosed to assist our office in obtaining these records, if necessary. Please provide the names and complete addresses for all medical providers who treated the injuries sustained in the above incident;
3. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim; (inside and outside of the vehicle).
4. Obtain police report;
5. Obtain repair bill, (insurance company should have one, even if totaled);

Please be advised that you may have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

When we have received this information, we will be in a better position to consider your claim. Should you have any questions regarding this letter or your claim, please do not hesitate to contact me directly at 800.888.0164, Monday through Friday, 7:00 a.m. to 3:30 p.m., EST.

Sincerely,


Annette Rigdon



esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Annette Rigdon
Claims Administrator

February 17, 2010

McEwen, TN

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors LLC
Date/Event: 1-29-10
VIN: 1G1AK52F957 [REDACTED]

RECEIVED

MAR 09 2010

ESIS-GM CLAIMS UNIT

Dear Terri:

I am writing to confirm our conversation of 2-17-10 during which you agreed to allow us to inspect your 2005 chev. Cobalt and retrieve data from the air bag system. I estimate the inspection will take about 2 to 4 hours.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM records information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle also records the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Veironix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

If you have any additional questions about our upcoming inspection, you can contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:30 PM.

Sincerely,

Annette Rigdon

5
Feb 17, 2010

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Annette Rigdon
Claims Administrator

McEwen, TN

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors LLC
Date/Event: 1-29-10
VIN: 1G1AK52F957 [REDACTED]

Dear [REDACTED]

ESIS provides administrative claims handling services to General Motors (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

So we may further investigate your claim, we request that you provide us with the following information:

1. Proof of defect in your vehicle, including expert's reports, mechanic statements, or other supporting documentation, if any;
2. All medical records concerning the injuries suffered as a result of this accident; or copy of the medical records; An *Authorization for Use and/or Disclosure of Confidential Medical Information* form is enclosed to assist our office in obtaining these records, if necessary. Please provide the names and complete addresses for all medical providers who treated the injuries sustained in the above incident;
3. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim; (inside and outside of the vehicle).
4. Obtain police report;
5. Obtain repair bill, (insurance company should have one, even if totaled);

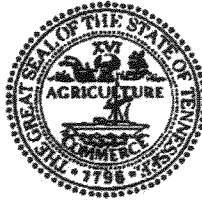
Please be advised that you may have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

When we have received this information, we will be in a better position to consider your claim. Should you have any questions regarding this letter or your claim, please do not hesitate to contact me directly at 800.888.0164, Monday through Friday, 7:00 a.m. to 3:30 p.m., EST.

Sincerely,

Annette Rigdon

02/08/2010



Master Record Number	900080482
Type of Crash: Injury-Incapacitating	
Approved By	209

Tennessee Electronic Traffic Crash Report

Incident Information

Date of Crash 01/28/2010		Day of Crash Thursday		Local Agency Number THPTRAC		Reporting Agency Name Tennessee Highway Patrol		Agency Tracking Number 310005901	
Time of Crash 23:20		Time Notified 23:28		Time Arrived 23:40		County Humphreys		City	
Total 1		Total 4		Total 0		Total 0		Total 4	
Vehicles		Occupants		Non-Occupants		Killed		Injured	
Hit and Run N		Solved? N		Police Pursuit N		School Bus Involved? No		Photos Taken? N	
Area Not Applicable		Interchange Related? N		Intersect Type Not at Intersection					
Block Number		Roadway Number SR70		Roadway Name HIGHWAY 70				Suffix HWY	
Est Distance 25.00 Feet		Distance Type Feet		Direction West		From Highway Number/Intersection LANGFORD		Intersect Number	
Roadway Local ID		Intersect Local ID				Mile Marker			
Relation to Junction Non-Junction				Relation to Roadway Outside Trafficway				Route Signing State Route	
Work Zone None				Construction Zone					
Construction Location				Workers Present					
First Harmful Event Utility Pole				Trafficway Type Trafficway-OPEN					
Weather Conditions Clear				Light Conditions Dark-Not Lighted		Latitude		Longitude	
Rail Crossing ID									
Manner of Collision Not Collision with Motor Vehicle in Transport									
1st Collision Factor				2nd Collision Factor			3rd Collision Factor		

Investigating Officer Details

Investigation Complete N		Rank TROOPER		First Name ROBERT		Middle Initial		Last Name SINGLETON		Suffix	
Badge Number 889RS		District/Zone 3		Car Number 3436		Report Date 01/28/2010					

Vehicle Number 1	No. of Occupants 4	Driver Presence Driver Operated
---------------------	-----------------------	------------------------------------

Driver Information

First Name [REDACTED]	Middle Initial W	Last Name [REDACTED]	Suffix	Date of Birth 10/07/1975	Age [REDACTED]
Address Line 1 [REDACTED]	Address Line 2 [REDACTED]	City MCEWEN	State TN	Zip [REDACTED]	
Phone 1 [REDACTED]	Phone 2 [REDACTED]	Phone 3 [REDACTED]	Race Caucasian	Ethnicity White	Gender M
Air Bag AirBag Available-No Deployment					
Safety Equipment Unknown					
Drivers License Number [REDACTED]	License State TN	Expiration Date 2010	License Class D	License Status Valid	Seat Position Front Seat-Left Side
Endorsements 1	Complied With?	Endorsements 2	Complied With?	Endorsements 3	Complied With?
Restrictions 1	Complied With?	Restrictions 2	Complied With?	Restrictions 3	Complied With?
Ejected Not Ejected	Ejection Path Not Ejected	Trapped/Extricated Not Trapped			
Injury Code Possible Injury	Medical Transport Not Transported	Ambulance/Hospital			

Driver Conditions and Actions

Hit and Run? No Hit And Run	Driver/Vehicle Maneuver Going Straight	Distraction Cellular Telephone Present in Vehi
Driver's 1st Condition Had Been Drinking	Driver's 2nd Condition	Driver's 3rd Condition
Driver's 1st Action Failure To Keep In Proper Lane	Driver's 2nd Action	
Driver's 3rd Action	Driver's 4th Action	

Alcohol and Drugs

Presence of Alcohol Yes	Determination Method Observed	Alcohol Test Status Test Given
1st Alcohol Test Type Whole Blood	1st Alcohol Test Result Pending	2nd Alcohol Test Type
2nd Alcohol Test Result		
Presence of Drugs No	Determination Method Observed	Drug Test Status Test Given
1st Drug Test Type Blood Test	1st Drug Test Result Pending	2nd Drug Test Type
2nd Drug Test Result	3rd Drug Test Type	3rd Drug Test Result

Driver Violations

1st Violation	1st Violation Category Pending	1st Violation Description	1st Violation Statute
2nd Violation	2nd Violation Category	2nd Violation Description	2nd Violation Statute
3rd Violation	3rd Violation Category	3rd Violation Description	3rd Violation Statute
4th Violation	4th Violation Category	4th Violation Description	4th Violation Statute
5th Violation	5th Violation Category	5th Violation Description	5th Violation Statute

Vehicle Information

Owner Same as Driver? N	Owner First Name [REDACTED]	Owner Middle Name	Owner Last Name [REDACTED]	Owner Suffix
Street 1 [REDACTED]	Street 2 [REDACTED]	City MCEWEN	State TN	Zip Code [REDACTED]
Phone Number 1 [REDACTED]	Phone Number 2 [REDACTED]	Phone Number 3 [REDACTED]	Vehicle Year 2005	Vehicle Make CHEV
Vehicle Model COBA	Color Silver	VIN 1G1AK52F957 [REDACTED]	License Plate Number [REDACTED]	State Tennessee
Exp Year 042010	Body Code Four-Door Sedan Hardtop	HAZMAT? N	FMCSA Reportable? N	Bus Use Not Used As School Bus
Unit Type Motor Vehicle In-Transport	Gross Weight 10000 or Less-No Haz-8 Or Less	Vehicle Configuration	Vehicle Operation Type Personally Owned/Used	Cargo Body Type
1st Factor NONE	2nd Factor	3rd Factor	Insurance 1	Insurance 1 Type No Proof Provided
Insurance 1 Carrier	Insurance 1 Start Date	Insurance 1 End Date	Insurance 2	Insurance 2 Type
Insurance 2 Carrier	Insurance 2 Start Date	Insurance 2 End Date	Insurance 3	Insurance 3 Type
Insurance 3 Carrier	Insurance 3 Start Date	Insurance 3 End Date		

Vehicle Damage and Roadway Characteristics

Most Harmful Event Utility Pole		Emergency Use? N	Over Underride No Underride-Override		Fire in Vehicle? N
Events 1 Utility Pole		Events 2		Events 3	
Events 4		Events 5		Events 6	
Point of First Impact Rear End		Extent of Damage Disabling Damage		Officer Damage Estimate Greater Than 400 Dollars	
Areas of Vehicle Damage All Areas					
Vehicle Special Use No Special Use	Towed? Towed Due To Vehicle Damage	Towed Where? OWNER ARRANGED		1st Trailer No Trailer	1st Trailer Licence Plate Information
2nd Trailer	2nd Trailer Licence Plate Information		3rd Trailer	3rd Trailer Licence Plate Information	
Travel Direction East		Traveling On HIGHWAY 70			
Trafficway Flow Two-Way Not Divided		Roadway Surface Type Asphalt		Number of Travel Lanes Two Lanes	
Trafficway Hazards None					
Traffic Control Devices No Control		Traffic Control Device Functioning No Controls		Roadway Route Signing State Route	
Roadway Surface Conditions Dry		Roadway Character Alignment Straight		Roadway Character Profile Level	
Speed Limit 55	Access Control No Control				

Person Type Passenger							
First Name		Middle Name		Last Name		Suffix	Date of Birth 06/03/1973
Address Line 1		Address Line 2		City MCEWEN		State TN	Zip Code
Phone 1	Phone 2	Phone 3	Gender F	Seating Position Front Seat-Right Side			
Air Bag AirBag Available-No Deployment			Safety Equipment Unknown				
Ejected Not Ejected			Ejection Path Not Ejected		Trapped/Extricated Not Trapped		
Injury Code Non-Incapacitating Evident			Medical Transport		Ambulance/Hospital		

Alcohol and Drugs

Presence of Alcohol Yes		Determination Method Observed		Alcohol Test Status Test Not Given			
1st Alcohol Test Type Not Tested		1st Alcohol Test Result None Given		2nd Alcohol Test Type		2nd Alcohol Test Result	
Presence of Drugs No		Determination Method Observed		Drug Test Status Test Not Given			
1st Drug Test Type Not Tested For Drugs	1st Drug Test Result No Drug Reported	2nd Drug Test Type	2nd Drug Test Result	3rd Drug Test Type	3rd Drug Test Result		

Non-Motorists Conditions and Actions

Vehicle Striking Non-Motorist		Non-Motorist Location					
Non-Motorist Conditions 1				Non-Motorist Conditions 2			
Non-Motorist Conditions 3							
Non-Motorist Actions 1				Non-Motorist Actions 2			
Non-Motorist Actions 3				Non-Motorist Actions 4			

Person Type Passenger							
First Name		Middle Name		Last Name		Suffix	Date of Birth 04/20/1979
Address Line 1		Address Line 2		City MCEWEN		State TN	Zip Code
Phone 1	Phone 2	Phone 3	Gender M	Seating Position Second Seat-Right Side			
Air Bag Not Available			Safety Equipment None Used MV Occupant				
Ejected Totally Ejected			Ejection Path Through Back Window		Trapped/Extricated Not Trapped		
Injury Code Incapacitating			Medical Transport EMS-Ground		Ambulance/Hospital HORIZON ER		

Alcohol and Drugs

Presence of Alcohol Unknown		Determination Method Not Reported		Alcohol Test Status Test Not Given			
1st Alcohol Test Type Not Tested		1st Alcohol Test Result None Given		2nd Alcohol Test Type		2nd Alcohol Test Result	
Presence of Drugs Unknown		Determination Method Not Reported		Drug Test Status Test Not Given			
1st Drug Test Type Not Tested For Drugs	1st Drug Test Result No Drug Reported	2nd Drug Test Type	2nd Drug Test Result	3rd Drug Test Type	3rd Drug Test Result		

Non-Motorists Conditions and Actions

Vehicle Striking Non-Motorist		Non-Motorist Location					
Non-Motorist Conditions 1				Non-Motorist Conditions 2			
Non-Motorist Conditions 3							
Non-Motorist Actions 1				Non-Motorist Actions 2			
Non-Motorist Actions 3				Non-Motorist Actions 4			

Person Type Passenger						
First Name	Middle Name	Last Name	Suffix	Date of Birth	Age	
	D			08/29/1969		
Address Line 1		Address Line 2		City	State	Zip Code
				MCEWEN	TN	
Phone 1	Phone 2	Phone 3	Gender	Seating Position		
			F	Second Seat-Left Side		
Air Bag		Safety Equipment				
Not Available		None Used MV Occupant				
Ejected		Ejection Path		Trapped/Extricated		
Totally Ejected		Through Back Window		Not Trapped		
Injury Code		Medical Transport		Ambulance/Hospital		
Incapacitating		EMS-Air		VANDERBILT		

Alcohol and Drugs

Presence of Alcohol		Determination Method		Alcohol Test Status	
Unknown		Not Reported		Test Not Given	
1st Alcohol Test Type		1st Alcohol Test Result		2nd Alcohol Test Type	
Not Tested		None Given		2nd Alcohol Test Result	
Presence of Drugs		Determination Method		Drug Test Status	
Unknown		Unknown		Test Not Given	
1st Drug Test Type	1st Drug Test Result	2nd Drug Test Type	2nd Drug Test Result	3rd Drug Test Type	3rd Drug Test Result
Not Tested For Drugs	No Drug Reported				

Non-Motorists Conditions and Actions

Vehicle Striking Non-Motorist		Non-Motorist Location	
Non-Motorist Conditions 1		Non-Motorist Conditions 2	
Non-Motorist Conditions 3			
Non-Motorist Actions 1		Non-Motorist Actions 2	
Non-Motorist Actions 3		Non-Motorist Actions 4	

Commercial Carrier Information

US DOT	Carrier Name	Carrier Type	ICC MC	TN DOS
Address Line 1		Address Line 2		City
1st Hazardous Materials		HAZMAT Class	Placard?	Placard #
2nd Hazardous Materials		HAZMAT Class	Placard?	Placard #
3rd Hazardous Materials		HAZMAT Class	Placard?	Placard #

Collision Witnesses

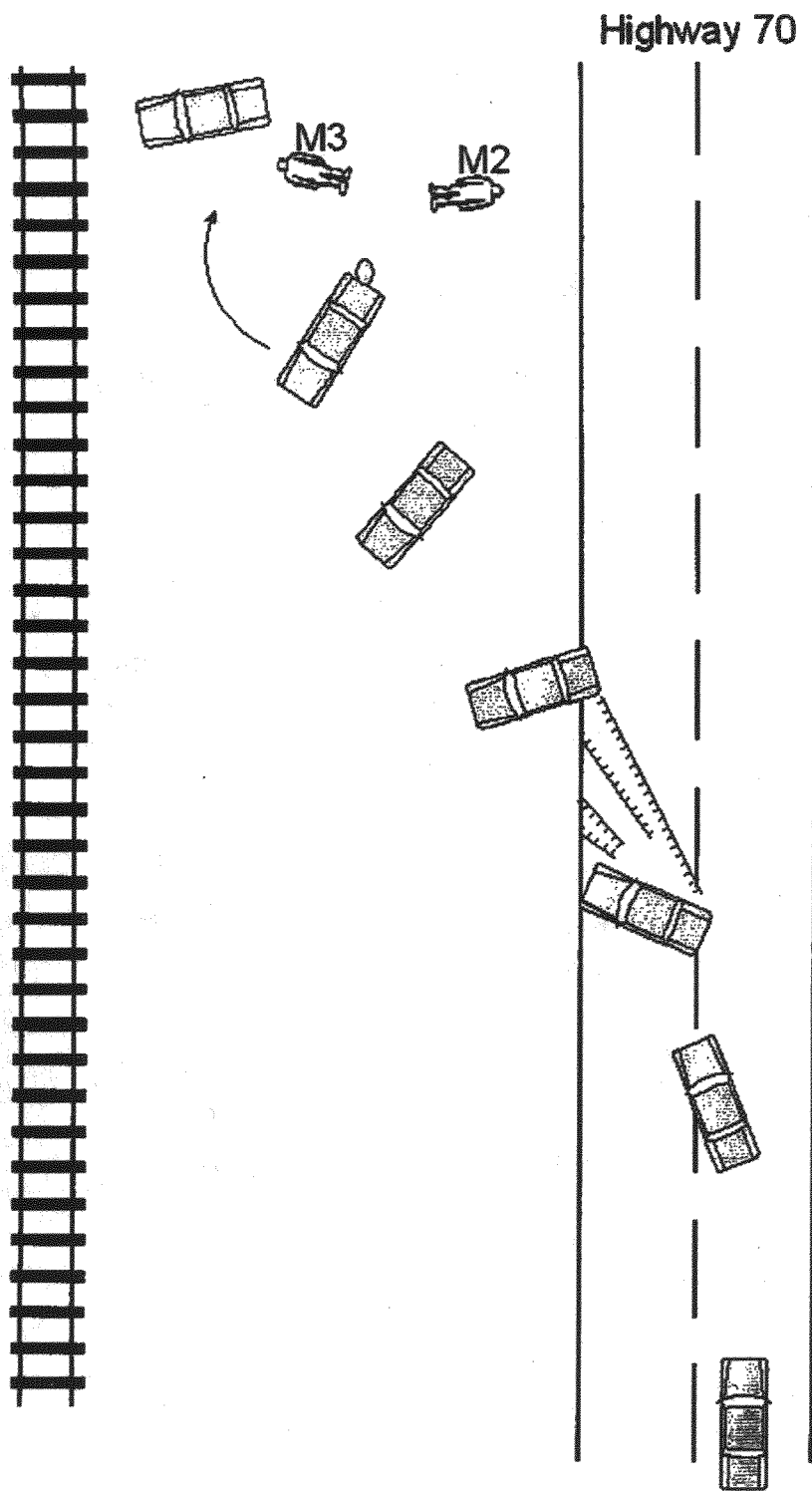
First Name	Middle Name	Last Name	Suffix	Date of Birth
	E			09/25/1980
Address Line 1		Address Line 2		City
				MCEWEN
State		Zip		
TN				
Phone 1	Phone 2	Phone 3		

Property Owner Information

Other Property Damages		Property Description		
Private Property-Under 400		UTILITY POLE		
First Name	Middle Name	Last Name	Suffix	
BELL		SOUTH		
Address Line 1		Address Line 2		City
HIGHWAY 70				DICKSON
State		Zip		
TN		37185		
Phone 1	Phone 2	Phone 3		
8888888888				

Narrative

VEHICLE WAS TRAVELING EAST ON HIGHWAY 70. THE VEHICLE TURNED SHARPLY TO THE LEFT CAUSING THE VEHICLE TO GO INTO A SIDE SLIDE. THE VEHICLE WENT OFF THE LEFT SIDE OF THE ROADWAY INTO THE GRASSY AREA. WHILE IN THE GRASSY AREA, THE VEHICLE STRUCK A UTILITY POLE WITH THE REAR OF THE CAR. THE CONTACT CAUSED THE VEHICLE TO SPIN TO THE RIGHT, THEN COME TO A STOP A SHORT DISTANCE EAST OF THE POLE. THE CONTACT ALSO EJECTED THE TWO BACK SEAT PASSENGERS OUT OF THE REAR WINDOW.



NOT TO SCALE

AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION

I, the undersigned, hereby authorize the following Authorized Health Care Providers to make the authorized use and/or disclosure of confidential information contained in my medical records to ESIS at the address below:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

Name, address, telephone number of medical provider:

I understand that the purpose(s) for which this information is to be used and/or disclosed is for a product liability claim against General Motors LLC for an incident which occurred on or about 1-29-10.

The confidential information from my medical records and/or x-rays to be disclosed has no limitations as to the dates of visits or injuries to be disclosed. I understand that full disclosure is authorized. This includes interviews of doctors, EMTs, and other attendants regarding all matters relating to my examination, diagnosis, care, and treatment.

I understand that:

- I have a right to inspect or copy my confidential information that is to be used or disclosed.
- If my confidential health information is disclosed to someone who is not required to comply with the federal privacy protection regulations, then such information may be re-disclosed by the recipient and would no longer be protected.
- I may revoke this authorization at any time with respect to any Authorized Health Care Provider by notifying such Authorized Health Care Provider in writing of my revocation of this authorization and delivering to such Authorized Health Care Provider my revocation by mail or personal delivery. ESIS requests a copy of such revocation.
- The above-listed medical providers may not condition (withhold or refuse) treating me on whether I sign this Authorization.

A photocopy of this Authorization can be accepted with the same authority as the original.

Printed Name of Patient*	Date of Birth 6-3-73	Social Security Number
Address, City, State and Zip	MC Ewen TN	Medicare Health Insurance Claim Number (HICN)
Signature		Date Signed Feb 28, 2010
Relationship to individual*	Authority to act for individual*	

*If you are a personal representative signing this Authorization, please provide a description of your relationship to the individual and a description of your authority to act for the individual below.

EXPIRATION OF AUTHORIZATION: THIS AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION WILL REMAIN IN EFFECT FOR AS LONG AS MY CLAIM AGAINST GENERAL MOTORS LLC IS PENDING UNLESS IT IS EXPRESSLY REVOKED IN WRITING BY ME AS NOTED ABOVE.

ESIS-General Motors Claims
PO Box 300
M/C 482-C19-B61
Detroit, MI 48265-3000

Claim Number: 685553
Claims Administrator: Annette Rigdon

ESIS is the third-party administrator for General Motors LLC.

HORIZON MEDICAL CENTER
111 HWY 70 EAST
DICKSON, TN 37055

PHONE #: 615-441-9667
FAX #: 615-441-9688

Name: [REDACTED]
Phys: Meeker, William K
DOB: 06/03/1973 Age: 36 Sex: F
Acct: [REDACTED] Loc: Q.ER
Exam Date: 01/29/2010 Status: REG ER
Radiology No:
Unit No: Q000088517

William Meeker, M.D.
400 Enon Springs Road
Smyrna, TN 37167

EXAMS:
000643864 CT MAXILLO-FACIAL W/O CONTRAST

CPT CODE:
70486

PROCEDURE: CT FACIAL BONES WITHOUT CONTRAST
TECHNIQUE: Computerized tomography of the facial bones and soft tissues with axial and coronal sections performed from the cranial aspect of the frontal sinuses to the caudal portion of the mandible without contrast material. CPT 70486

HISTORY: Frontal contusion and left side producing from head trauma from motor vehicle collision .

COMPARISONS: None .

FINDINGS:

Bones: No significant abnormality .
Paranasal sinuses: Lobulation in the left maxillary sinus consistent with mucous retention cyst. No air-fluid levels . The frontal sinuses did not develop.
Soft tissues:
Other: Mild preseptal left periorbital hematoma. Mild midline frontal scalp hematoma .

IMPRESSION: Mild preseptal left periorbital hematoma. Mild midline frontal scalp hematoma. Mucous retention cyst left maxillary sinus.

** Electronically Signed by JOE MACCURDY MD on 01/29/2010 at 1301 **
Reported and signed by: MACCURDY, JOE MD

HORIZON MEDICAL CENTER
111 HWY 70 EAST
DICKSON, TN 37055

PHONE #: 615-441-9667
FAX #: 615-441-9688

Name: [REDACTED]
Phys: Meeker, William K
DOB: 06/03/1973 Age: [REDACTED] Sex: F
Acct: [REDACTED] Loc: Q.ER
Exam Date: 01/29/2010 Status: REG ER
Radiology No:
Unit No: Q000088517

EXAMS:
000643864 CT MAXILLO-FACIAL W/O CONTRAST
<Continued>

CPT CODE:
70486

CC: Lawrence (Dick) Jackson Jr; William Meeker, M.D.

Dictated Date/Time: 01/29/2010 (1248)
Technologist: KRISTINA NICHOLE NEELY R.T. (R); ...
Transcribed Date/Time: 01/29/2010 (1248)
Transcriptionist: RAD.VR
Electronic Signature Date/Time: 01/29/2010 (1301)
Orig Print D/T: S: 01/29/2010 (1302)

BATCH NO: N/A

HORIZON MEDICAL CENTER
111 HWY 70 EAST
DICKSON, TN 37055

PHONE #: 615-441-9667
FAX #: 615-441-9688

Name: [REDACTED]
Phys: Meeker, William K
DOB: 06/03/1973 Age: [REDACTED] Sex: F
Acct: [REDACTED] Loc: Q.ER
Exam Date: 01/29/2010 Status: REG ER
Radiology No:
Unit No: Q000088517

William Meeker, M.D.
400 Enon Springs Road
Smyrna, TN 37167

EXAMS:
000643863 CT HEAD W/O CONTRAST

CPT CODE:
70450

PROCEDURE: CT HEAD WITHOUT CONTRAST
TECHNIQUE: Computerized tomography of the head was performed without contrast material. CPT 70450

HISTORY: Head trauma. Headache .

COMPARISONS: None .

FINDINGS:

Skull and scalp: Frontal soft tissue swelling suggest a frontal scalp hematoma .
Paranasal sinuses: Normal .
Ventricles and subarachnoid spaces: Normal .
Cerebrum: No evidence of hemorrhage, acute ischemia or mass .
Cerebellum and brainstem: No evidence of hemorrhage, acute ischemia or mass .
Vasculature: Normal .
Comments: None .

IMPRESSION:

1. No intracranial abnormality.
2. Findings consistent with frontal scalp hematoma.

CRITICAL VALUE: No

** Electronically Signed by STANLEY M. ANDERSON M.D. **
** on 01/29/2010 at 1250 **
Reported and signed by: STANLEY M. ANDERSON M.D.

HORIZON MEDICAL CENTER
111 HWY 70 EAST
DICKSON, TN 37055

PHONE #: 615-441-9667
FAX #: 615-441-9688

Name: [REDACTED]
Phys: Meeker, William K
DOB: 06/03/1973 Age: [REDACTED] Sex: F
Acct: [REDACTED] Loc: Q.ER
Exam Date: 01/29/2010 Status: REG ER
Radiology No:
Unit No: Q000088517

William Meeker, M.D.
400 Enon Springs Road
Smyrna, TN 37167

EXAMS:
000643878 CT SPINE CERVICAL W/O CONTRAST

CPT CODE:
72125

2.

PROCEDURE: CT CERVICAL SPINE WITHOUT CONTRAST
TECHNIQUE: Computerized tomography of the cervical spine was performed from the skull base to T1 without contrast material. CPT 72125

HISTORY: Trauma. Neck pain .

COMPARISONS: None .

FINDINGS:

Vertebral height and alignment: Normal .

Fractures: None .

C1-2: No significant abnormality .

C2-3: There is a fracture with minimal displacement involving the posterior aspect of the right superior articulating facet of C2 . This is seen best on sagittal section 44/70. This involves the most posterior inferior aspect of this facet and would not be expected to produce instability.

C3-4: No significant abnormality .

C4-5: No significant abnormality .

C5-6: No significant abnormality .

C6-7: No significant abnormality .

C7-T1: No significant abnormality .

Other: There is a mildly displaced fracture involving the proximal right first rib .

IMPRESSION:

1. Localized fracture involving the most posterior aspect of the right superior articulating facet of C2.

2. Fracture of the proximal right first rib with mild displacement .

HORIZON MEDICAL CENTER
111 HWY 70 EAST
DICKSON, TN 37055

PHONE #: 615-441-9667
FAX #: 615-441-9688

Name: [REDACTED]
Phys: Meeker, William K
DOB: 06/03/1973 Age: [REDACTED] Sex: F
Acct: [REDACTED] Loc: Q.ER
Exam Date: 01/29/2010 Status: REG ER
Radiology No:
Unit No: Q000088517

EXAMS:
000643878 CT SPINE CERVICAL W/O CONTRAST
<Continued>

CPT CODE:
72125

** Electronically Signed by STANLEY M. ANDERSON M.D. **
** on 01/29/2010 at 1442 **
Reported and signed by: STANLEY M. ANDERSON M.D.

CC: Lawrence (Dick) Jackson Jr; William Meeker, M.D.

Dictated Date/Time: 01/29/2010 (1431)
Technologist: BRENDA M. EVANS RT(R) (CT); KYLE B. MORGAN, R.T. (R)
Transcribed Date/Time: 01/29/2010 (1431)
Transcriptionist: RAD.VR
Electronic Signature Date/Time: 01/29/2010 (1442)
Orig Print D/T: S: 01/29/2010 (1443)

BATCH NO: N/A

HORIZON MEDICAL CENTER
111 HWY 70 EAST
DICKSON, TN 37055

PHONE #: 615-441-9667
FAX #: 615-441-9688

Name: [REDACTED]
Phys: Meeker, William K
DOB: 06/03/1973 Age: [REDACTED] Sex: F
Acct: [REDACTED] Loc: Q.ER
Exam Date: 01/29/2010 Status: REG ER
Radiology No:
Unit No: Q000088517

EXAMS:

000643864 CT MAXILLO-FACIAL W/O CONTRAST

CPT CODE:

70486

PROCEDURE: CT FACIAL BONES WITHOUT CONTRAST

TECHNIQUE: Computerized tomography of the facial bones and soft tissues with axial and coronal sections performed from the cranial aspect of the frontal sinuses to the caudal portion of the mandible without contrast material. CPT 70486

HISTORY: Frontal contusion and left side producing from head trauma from motor vehicle collision .

COMPARISONS: None .

FINDINGS:

Bones: No significant abnormality .

Paranasal sinuses: Lobulation in the left maxillary sinus consistent with mucous retention cyst. No air-fluid levels . The frontal sinuses did not develop.

Soft tissues:

Other: Mild preseptal left periorbital hematoma. Mild midline frontal scalp hematoma .

IMPRESSION: Mild preseptal left periorbital hematoma. Mild midline frontal scalp hematoma. Mucous retention cyst left maxillary sinus.

**** Electronically Signed by JOE MACCUDY MD on 01/29/2010 at 1301 ****
Reported and signed by: MACCUDY, JOE MD

CC: Lawrence (Dick) Jackson Jr; William Meeker, M.D.

Dictated Date/Time: 01/29/2010 (1248)

Technologist: KRISTINA NICHOLE NEELY R.T. (R); ...

Transcribed Date/Time: 01/29/2010 (1248)

Transcriptionist: RAD.VR

Electronic Signature Date/Time: 01/29/2010 (1301)

Orig Print D/T: S: 01/29/2010 (1302)

BATCH NO: N/A

PAGE 1

Radiology Report

DT

HORIZON MEDICAL CENTER
111 HWY 70 EAST
DICKSON, TN 37055

PHONE #: 615-441-9667
FAX #: 615-441-9688

Name: [REDACTED]
Phys: Meeker, William K
DOB: 06/03/1973 Age: [REDACTED] Sex: F
Acct: [REDACTED] Loc: Q.ER
Exam Date: 01/29/2010 Status: REG ER
Radiology No:
Unit No: Q000088517

EXAMS:

000643877 CT CHEST W/CONTRAST

CPT CODE:
71260

PROCEDURE: CT CHEST WITH CONTRAST

TECHNIQUE: Computerized axial tomography of the chest was performed during the IV injection of 100 ml of nonionic contrast. CPT 71260

HISTORY: Trauma, chest pain .

COMPARISONS: None .

FINDINGS:

Heart/pericardium: Normal .
Aorta and pulmonary vessels: Normal .
Mediastinum and hilum: Aberrant right subclavian artery which passes posterior to esophagus and trachea .
Lungs: Normal .
Pleural space: Normal .
Musculoskeletal structures: Fracture posteromedial right first rib .
Upper abdominal organs: Normal .

IMPRESSION: Right first rib fracture .

CRITICAL VALUE: No

** Electronically Signed by MARC SOBLE MD on 01/29/2010 at 1441 **
Reported and signed by: SOBLE, MARC MD

CC: Lawrence (Dick) Jackson Jr; William Meeker, M.D.

Dictated Date/Time: 01/29/2010 (1440)
Technologist: BRENDA M. EVANS RT(R) (CT); KYLE B. MORGAN, R.T. (R)
Transcribed Date/Time: 01/29/2010 (1440)
Transcriptionist: RAD.VR
Electronic Signature Date/Time: 01/29/2010 (1441)
Orig Print D/T: S: 01/29/2010 (1442)

BATCH NO: N/A

PAGE 1

Radiology Report

07

HORIZON MEDICAL CENTER
111 HWY 70 EAST
DICKSON, TN 37055

PHONE #: 615-441-9667
FAX #: 615-441-9688

Name: [REDACTED]
Phys: Meeker, William K
DOB: 06/03/1973 Age: [REDACTED] Sex: F
Acct: [REDACTED] Loc: Q.ER
Exam Date: 01/29/2010 Status: REG ER
Radiology No:
Unit No: Q000088517

EXAMS:

000643878 CT SPINE CERVICAL W/O CONTRAST

CPT CODE:
72125

PROCEDURE: CT CERVICAL SPINE WITHOUT CONTRAST
TECHNIQUE: Computerized tomography of the cervical spine was performed from the skull base to T1 without contrast material. CPT 72125

HISTORY: Trauma. Neck pain .

COMPARISONS: None .

FINDINGS:

Vertebral height and alignment: Normal .
Fractures: None .
C1-2: No significant abnormality .
C2-3: There is a fracture with minimal displacement involving the posterior aspect of the right superior articulating facet of C2 . This is seen best on sagittal section 44/70. This involves the most posterior inferior aspect of this facet and would not be expected to produce instability.
C3-4: No significant abnormality .
C4-5: No significant abnormality .
C5-6: No significant abnormality .
C6-7: No significant abnormality .
C7-T1: No significant abnormality .
Other: There is a mildly displaced fracture involving the proximal right first rib .

IMPRESSION:

1. Localized fracture involving the most posterior aspect of the right superior articulating facet of C2.
2. Fracture of the proximal right first rib with mild displacement .

** Electronically Signed by STANLEY M. ANDERSON M.D. **
** on 01/29/2010 at 1442 **
Reported and signed by: STANLEY M. ANDERSON M.D.

From:

[Redacted]
[Redacted]
MISEWONTN [Redacted]



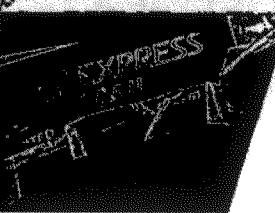
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IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	1G1AK52F957 [REDACTED]
User	dan derrick
Case Number	[REDACTED]
EDR Data Imaging Date	Thursday, March 11 2010
Crash Date	Friday, January 29 2010
Filename	1G1AK52F957 [REDACTED].ACM.CDR
Saved on	Thursday, March 11 2010 at 01:52:06 PM
Collected with CDR version	Crash Data Retrieval Tool 3.4
Reported with CDR version	Crash Data Retrieval Tool 3.4
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

Comments

dan derrick
faulkner gmc dickson tn
dl via dlc
power from xtra batt at cables
miles 126287
sir lamp flashes and goes off at key power

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also may contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-The CDR tool displays time from Algorithm Enable (AE) to time of deployment command in a deployment event and AE to time of maximum SDM recorded vehicle velocity change in a non-deployment event. Time from AE begins when the first air bag system enable threshold is met and ends when deployment command criteria is met or at maximum SDM recorded vehicle velocity change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report can be that of the enable of one air bag system to the deployment time of another air bag system.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:

- significant changes in the tire's rolling radius
- final drive axle ratio changes
- wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

- the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- no data is received from the module sending the pre-crash data
- no module is present to send the pre-crash data

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.

-The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- The Belt Switch Circuit is wired directly to the SDM.

01016_SDMEps_r001

Multiple Event Data

Associated Events Not Recorded	1
An Event(s) Preceded the Recorded Event(s)	Yes
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	Yes

System Status At AE

Vehicle Identification Number	**1AK52F*5*
Low Tire Pressure Warning Lamp (If Equipped)	Invalid
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Transmission Range (If Equipped)	Fourth Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	Invalid
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	30
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

Parameter	-2 sec	-1 sec
Reduced Engine Power Mode	OFF	OFF
Cruise Control Active (If Equipped)	Invalid	Invalid
Cruise Control Resume Switch Active (If Equipped)	Invalid	Invalid
Cruise Control Set Switch Active (If Equipped)	Invalid	Invalid

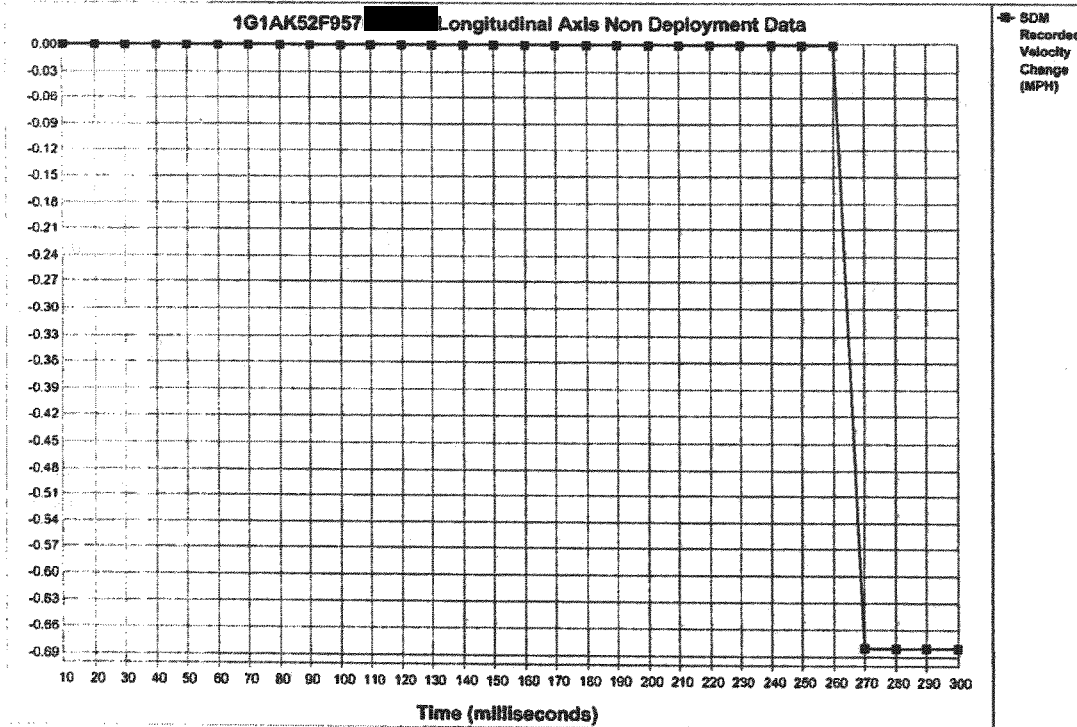
Pre-Crash Data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	86	86	87	84	27
Engine Speed (RPM)	3584	3648	3584	2944	1024
Percent Throttle Accelerator Pedal Position (percent)	58	81	76	39	20
Antilock Brake System Active (If Equipped)	53	83	78	6	0
Lateral Acceleration (feet/s²) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
	0	0	0	0	0

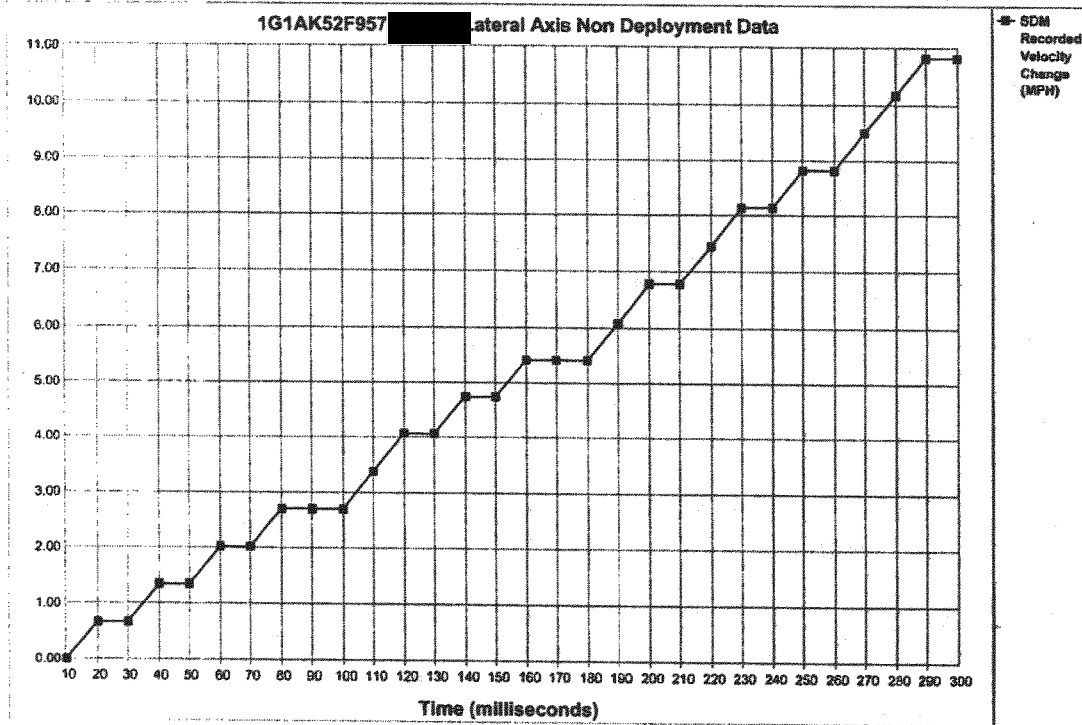
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Non-Deployment

Ignition Cycles At Investigation	12967
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	12941
Ignition Cycles At Event	12966
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	UNBUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	36.65
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	810
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Driver Anchor Pretensioner Deployment Loop Commanded (If Equipped)	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Passenger Anchor Pretensioner Deployment Loop Commanded (If Equipped)	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	No
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
SDM Longitudinal Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
SDM Longitudinal Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-0.68	-0.68	-0.68	-0.68



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
SDM Lateral Axis Recorded Velocity Change (MPH)	0.00	0.68	0.68	1.36	1.36	2.03	2.03	2.71	2.71	2.71	3.39	4.07	4.07	4.74	4.74
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
SDM Lateral Axis Recorded Velocity Change (MPH)	5.42	5.42	5.42	6.10	6.78	6.78	7.45	8.13	8.13	8.81	8.81	9.49	10.17	10.84	10.84

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```

$01 00 00 00 00 5A 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 09 00 00 09 94 32
$07 00 09 00 00 00 00 00
$08 F7 93 00 00 00 00 00
$09 00 71 71 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 01 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F A0 00 00 00 00 00 00
$10 47 31 41 4B 35 32 46
$11 39 35 37 36 30 36 30
$12 36 32 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 03 03 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 02 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 8C 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 32 8D 00 00
$2F FE FE 32 A7 01 00 00
$30 9D 00 00 00 00 00 00
$31 00 10 C7 D5 88 00 00
$32 00 00 00 80 00 00 00
$33 33 63 C1 CE 93 00 00
$34 10 2E 38 39 38 00 00
$35 2C 87 8C 8B 8A 00 00
$36 00 00 00 00 00 00 00
$37 00 00 00 04 04 00 E2
$38 4E 00 40 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 41 4B 35 32 46 00

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$3E 35 60 60 62 00 00 00
$3F 89 00 90 00 00 00 00
$40 00 A5 00 00 00 00 00
$41 00 00 00 00 00 00 00
$42 00 FF F0 32 8D 00 00
$43 FE 32 A6 00 00 00 00
$44 00 00 00 00 00 00 00
$45 00 00 00 00 00 00 00
$46 00 00 00 00 00 00 00
$47 00 00 01 00 01 00 00
$48 02 00 02 00 03 00 00
$49 03 00 04 00 04 00 00
$4A 04 00 05 00 06 00 00
$4B 06 00 07 00 07 00 00
$4C 08 00 08 00 08 00 00
$4D 09 00 0A 00 0A 00 00
$4E 0B 00 0C 00 0C 00 00
$4F 0D 00 0D 00 0E FF 00
$50 0F FF 10 FF 10 FF 00
$51 70 00 00 00 00 00 00
$52 80 00 00 00 00 00 00
$53 51 0B 6D 00 00 00 00
$54 00 00 00 00 00 00 00
$55 00 00 00 00 00 00 00
$67 00 00 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

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$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 34 37 30 35 52 34 33 31 36 32 31 38 59 41
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 31 12 66 1A E6 87 91 9A
$22 94 32
$23 31 41 FA FA FA FA 32
$24 31 41 FA FA FA FA 32
$25 32 41 FA FA FA FA 32

```

```
$26 32 41 FA FA FA FA 32
$40 00 00
$41 3F 00 00 02 00 18
$42 10 C4
$43 00 00 8C 80
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 34 33 32 32 33 32 42 35 41 20 20 20 20
$B7 50 AA 01 0F 01
$B8 54 41 68 04 02
$C1 30 46 30 31
$CA 30 46 30 31
$CB 00 E8 B0 18
$CC 00 E8 B0 18
$D1 00 00
$DB 00 00
$DC 00 00
```

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

CDR File Information

User Entered VIN	1G1AK52F957 [REDACTED]
User	dan derrick
Case Number	[REDACTED]
EDR Data Imaging Date	Thursday, March 11 2010
Crash Date	Friday, January 29 2010
Filename	1G1AK52F957 [REDACTED].ACM.CDR
Saved on	Thursday, March 11 2010 at 01:52:06 PM
Collected with CDR version	Crash Data Retrieval Tool 3.4
Reported with CDR version	Crash Data Retrieval Tool 3.4
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM. The second type of SDM recorded crash event is the Deployment Event. It also may contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

- SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.
- The CDR tool displays time from Algorithm Enable (AE) to time of deployment command in a deployment event and AE to time of maximum SDM recorded vehicle velocity change in a non-deployment event. Time from AE begins when the first air bag system enable threshold is met and ends when deployment command criteria is met or at maximum SDM recorded vehicle velocity change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report can be that of the enable of one air bag system to the deployment time of another air bag system.
- Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.
- Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
- SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:
 - significant changes in the tire's rolling radius
 - final drive axle ratio changes
 - wheel lockup and wheel slip
- Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
- Pre-Crash data is recorded asynchronously.
- Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

- the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- no data is received from the module sending the pre-crash data
- no module is present to send the pre-crash data

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.

-The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- The Belt Switch Circuit is wired directly to the SDM.

01016_SDMEps_r001

Ignition Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$2F Bytes 3-4	\$32A7	Ignition Cycles at Investigation	12967	cycles

Vehicle Status Data (Pre-Crash)

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID Pack \$31 Byte 1	\$00	Accelerator Pedal Position (-1 sec)	0	% full throttle
DPID Pack \$31 Byte 2	\$10	Accelerator Pedal Position (-2 sec)	6	% full throttle
DPID Pack \$31 Byte 3	\$C7	Accelerator Pedal Position (-3 sec)	78	% full throttle
DPID Pack \$31 Byte 4	\$D5	Accelerator Pedal Position (-4 sec)	83	% full throttle
DPID Pack \$31 Byte 5	\$88	Accelerator Pedal Position (-5 sec)	53	% full throttle
DPID \$31 Byte 6 bit 7	\$00	Accelerator Pedal Position Validity Status	Valid	
DPID \$32 Byte 3 bit 7	\$00	Cruise Control Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 6	\$00	Cruise Control Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 5	\$00	Cruise Control Resume Switch Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 4	\$00	Cruise Control Resume Switch Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 3	\$00	Cruise Control Set Switch Active (-1 sec) If Equipped	No	
DPID \$32 Byte 3 bit 2	\$00	Cruise Control Set Switch Active (-2 sec) If Equipped	No	
DPID \$32 Byte 3 bit 1	\$00	Reduced Engine Power Mode (-1sec)	OFF	
DPID \$32 Byte 3 bit 0	\$00	Reduced Engine Power Mode (-2sec)	OFF	
DPID \$32 Byte 4 bit 7	\$80	Cruise Control Active Validity Status If Equipped	Invalid	
DPID \$33 Byte 1	\$33	Throttle Position (-1 sec)	20	% full throttle
DPID \$33 Byte 2	\$63	Throttle Position (-2 sec)	39	% full throttle
DPID \$33 Byte 3	\$C1	Throttle Position (-3 sec)	76	% full throttle
DPID \$33 Byte 4	\$CE	Throttle Position (-4 sec)	81	% full throttle
DPID \$33 Byte 5	\$93	Throttle Position (-5 sec)	58	% full throttle
DPID \$33 Byte 6 bit 7	\$00	Throttle Position Validity Status	Valid	
DPID \$34 Byte 1	\$10	Engine Speed (-1 sec)	1024	RPM
DPID \$34 Byte 2	\$2E	Engine Speed (-2 sec)	2944	RPM
DPID \$34 Byte 3	\$38	Engine Speed (-3 sec)	3584	RPM
DPID \$34 Byte 4	\$39	Engine Speed (-4 sec)	3648	RPM
DPID \$34 Byte 5	\$38	Engine Speed (-5 sec)	3584	RPM
DPID \$34 Byte 6 bit 7	\$00	Engine Speed Validity Status	Valid	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$35 Byte 1	\$2C	Vehicle Speed (-1 sec)	27	MPH
DPID \$35 Byte 2	\$87	Vehicle Speed (-2 sec)	84	MPH
DPID \$35 Byte 3	\$8C	Vehicle Speed (-3 sec)	87	MPH
DPID \$35 Byte 4	\$8B	Vehicle Speed (-4 sec)	86	MPH
DPID \$35 Byte 5	\$8A	Vehicle Speed (-5 sec)	86	MPH
DPID \$35 Byte 6 bit 7	\$00	Vehicle Speed Validity Status	Valid	
DPID \$36 Byte 1	\$00	Steering Wheel Angle (-1 sec) If Equipped	0	degrees
DPID \$36 Byte 2	\$00	Steering Wheel Angle (-2 sec) If Equipped	0	degrees
DPID \$36 Byte 3	\$00	Steering Wheel Angle (-3 sec) If Equipped	0	degrees
DPID \$36 Byte 4	\$00	Steering Wheel Angle (-4 sec) If Equipped	0	degrees
DPID \$36 Byte 5	\$00	Steering Wheel Angle (-5 sec) If Equipped	0	degrees
DPID \$36 Byte 6 bit 7	\$00	Steering Wheel Angle Validity Status If Equipped	Valid	
DPID \$37 Byte 1 bit 7	\$00	Antilock Brake System Active (-1 sec) If Equipped	No	
DPID \$37 Byte 1 bit 6	\$00	Antilock Brake System Active (-2 sec) If Equipped	No	
DPID \$37 Byte 1 bit 5	\$00	Antilock Brake System Active (-3 sec) If Equipped	No	
DPID \$37 Byte 1 bit 4	\$00	Antilock Brake System Active (-4 sec) If Equipped	No	
DPID \$37 Byte 1 bit 3	\$00	Antilock Brake System Active (-5 sec) If Equipped	No	
DPID \$37 Byte 2 bit 7	\$00	Traction Control System Active (-1 sec) If Equipped	No	
DPID \$37 Byte 3 bit 7	\$00	Vehicle Dynamics Control Active (-1 sec) If Equipped	No	
DPID \$37 Byte 3 bit 6	\$00	Vehicle Dynamics Control Active (-2 sec) If Equipped	No	
DPID \$37 Byte 3 bit 5	\$00	Vehicle Dynamics Control Active (-3 sec) If Equipped	No	
DPID \$37 Byte 3 bit 4	\$00	Vehicle Dynamics Control Active (-4 sec) If Equipped	No	
DPID \$37 Byte 3 bit 3	\$00	Vehicle Dynamics Control Active (-5 sec) If Equipped	No	
DPID \$37 Byte 4 bits 3-0	\$04	Transmission Range (-1 sec) If Equipped	Fourth Gear	
DPID \$37 Byte 5 bits 3-0	\$04	Transmission Selector Position (-1 sec) If Equipped	Fourth Gear	
DPID \$37 Byte 6 bit 7	\$00	Service Engine Soon (Non-Emission Related) Lamp (1 sec)	OFF	
DPID \$37 Byte 6 bit 6	\$00	Service Vehicle Soon Lamp (1 sec)	OFF	
DPID \$37 Byte 6 bit 3	\$00	Brake System Warning Lamp If Equipped	OFF	
DPID \$37 Byte 6 bit 1	\$00	Low Tire Pressure Warning Lamp If Equipped	OFF	
DPID \$37 Byte 7 bit 7	\$E2	Antilock Brake System Active Validity Status If Equipped	Invalid	
DPID \$37 Byte 7 bit 6	\$E2	Traction Control System Active Validity Status If Equipped	Invalid	
DPID \$37 Byte 7 bit 5	\$E2	Vehicle Dynamics Control Active Validity Status If Equipped	Invalid	
DPID \$37 Byte 7 bit 4	\$E2	Transmission Range Validity Status If Equipped	Valid	
DPID \$37 Byte 7 bit 3	\$E2	Transmission Selector Position Validity Status If Equipped	Valid	
DPID \$37 Byte 7 bit 2	\$E2	Service Engine Soon (Non-Emission Related) / Service Vehicle Soon Lamp Validity Status	Valid	
DPID \$37 Byte 7 bit 1	\$E2	Low Tire Pressure Warning Lamp Validity Status If Equipped	Invalid	
DPID \$38 Byte 1	\$4E	Outside Air Temperature (-1 sec) If Equipped	30	
DPID \$38 Byte 2 bit 7	\$00	Outside Air Temperature Validity Status (-1 sec) If Equipped	Valid	
DPID \$38 Byte 5 bits 7-6	\$03	Left Front Door Status (-1 sec) If Equipped	Closed	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$38 Byte 5 bits 5-4	\$03	Right Front Door Status (-1 sec) If Equipped	Closed	
DPID \$38 Byte 5 bits 3-2	\$03	Rear Door(s) Status (-1 sec) If Equipped	Closed	
DPID \$38 Byte 5 bits 1-0	\$03	Left Rear Door Status (-1 sec) If Equipped	Unused	
DPID \$38 Byte 6 bits 7-6	\$C0	Right Rear Door Status (-1 sec) If Equipped	Unused	
DPID \$38 Byte 7 bit 7	\$00	Left Front Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 6	\$00	Right Front Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 5	\$00	Rear Door(s) Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 4	\$00	Left Rear Door Validity Status If Equipped	Valid	
DPID \$38 Byte 7 bit 3	\$00	Right Rear Door Validity Status If Equipped	Valid	
DPID \$39 Byte 1	\$00	Lateral Acceleration (-1 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 2	\$00	Lateral Acceleration (-2 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 3	\$00	Lateral Acceleration (-3 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 4	\$00	Lateral Acceleration (-4 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 5	\$00	Lateral Acceleration (-5 sec) If Equipped	0.00	feet/sec ²
DPID \$39 Byte 6 bit 7	\$80	Lateral Acceleration Validity Status If Equipped	Invalid	
DPID \$3A Byte 1	\$00	Yaw Rate (-1 sec) If Equipped	0	
DPID \$3A Byte 2	\$00	Yaw Rate (-2 sec) If Equipped	0	
DPID \$3A Byte 3	\$00	Yaw Rate (-3 sec) If Equipped	0	
DPID \$3A Byte 4	\$00	Yaw Rate (-4 sec) If Equipped	0	
DPID \$3A Byte 5	\$00	Yaw Rate (-5 sec) If Equipped	0	
DPID \$3A Byte 6 bit 7	\$80	Yaw Rate Validity Status If Equipped	Invalid	

VIN Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$3D Byte 1	\$31	Vehicle Identification Number (VIN) Digit 3	1	
DPID \$3D Byte 2	\$41	Vehicle Identification Number (VIN) Digit 4	A	
DPID \$3D Byte 3	\$4B	Vehicle Identification Number (VIN) Digit 5	K	
DPID \$3D Byte 4	\$35	Vehicle Identification Number (VIN) Digit 6	5	
DPID \$3D Byte 5	\$32	Vehicle Identification Number (VIN) Digit 7	2	
DPID \$3D Byte 6	\$46	Vehicle Identification Number (VIN) Digit 8	F	
DPID \$3E Byte 1	\$35	Vehicle Identification Number (VIN) Digit 10	5	
DPID \$3E Byte 2 bits 7-4	\$60	Vehicle Identification Number (VIN) Digit 12	6	
DPID \$3E Byte 2 bits 3-0	\$60	Vehicle Identification Number (VIN) Digit 13	0	
DPID \$3E Byte 3 bits 7-4	\$60	Vehicle Identification Number (VIN) Digit 14	6	
DPID \$3E Byte 3 bits 3-0	\$60	Vehicle Identification Number (VIN) Digit 15	0	
DPID \$3E Byte 4 bits 7-4	\$62	Vehicle Identification Number (VIN) Digit 16	6	
DPID \$3E Byte 4 bits 3-0	\$62	Vehicle Identification Number (VIN) Digit 17	2	

Multiple Event Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$3F Byte 1 bit 7	\$89	An Event(s) Preceded the Recorded Event(s)	Yes	
DPID \$3F Byte 1 bit 6	\$89	An Event(s) was in Between the Recorded Event(s)	No	
DPID \$3F Byte 1 bit 5	\$89	An Event(s) Followed the Recorded Event(s)	No	
DPID \$3F Byte 1 bit 4	\$89	The Event(s) Not Recorded was a Deployment Event(s)	No	
DPID \$3F Byte 1 bit 3	\$89	The Event(s) Not Recorded was a Non-Deployment Event(s)	Yes	
DPID \$3F Byte 1 bits 2-0	\$89	Associated Events Not Recorded	1	

Power Mode Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$3F Byte 3 bits 7-6	\$90	Vehicle Power Mode Status	Run	
DPID \$3F Byte 3 bit 5	\$90	Remote Start Status If Equipped	Inactive	
DPID \$3F Byte 3 bit 4	\$90	Run/Crank Ignition Switch Logic Level	Active	

Non-Deployment Or Deployment #2 Event Data

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$40 Byte 1 bit 7	\$00	Crash Record Locked	No	
DPID \$40 Byte 1 bit 6	\$00	Deployment Event Recorded in the Non-Deployment Record	No	
DPID \$40 Byte 1 bit 5	\$00	Vehicle Event Data (Pre-Crash) Associated With This Event	No	
DPID \$40 Byte 2	\$A5	Event Recording Complete	Yes	
DPID \$41 Byte 1 bit 7	\$00	Driver 1st Stage Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 6	\$00	Driver 2nd Stage Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 5	\$00	Driver Side Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 4	\$00	Driver Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 1 bit 3	\$00	Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 1 bit 2	\$00	Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 1 bit 1	\$00	Driver Knee Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 7	\$00	Passenger 1st Stage Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 6	\$00	Passenger 2nd Stage Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 5	\$00	Passenger Side Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 4	\$00	Passenger Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 2 bit 3	\$00	Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 2 bit 2	\$00	Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 2 bit 1	\$00	Passenger Knee Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 7	\$00	Driver Anchor Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 6	\$00	Second Row Left Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 5	\$00	Third Row Left Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 3 bit 4	\$00	Second Row Right Side Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 3	\$00	Second Row Right Pretensioner Deployment Loop Commanded	No	
DPID \$41 Byte 3 bit 2	\$00	Third Row Right Roof Rail/Head Curtain Loop Commanded	No	
DPID \$41 Byte 3 bit 1	\$00	Center Rear Pretensioner Deployment Loop Commanded	No	
DPID \$42 Byte 1 bit 7	\$00	SIR Warning Lamp Status	OFF	
DPID \$42 Bytes 2-3	\$FFF0	SIR Warning Lamp ON/OFF Time Continuously	655200	seconds
DPID \$42 Bytes 4-5	\$328D	Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	12941	cycles
DPID \$43 Byte 1	\$FE	Ignition Cycles Since DTCs Were Last Cleared	254	cycles
DPID \$43 Bytes 2-3	\$32A6	Ignition Cycles at Event	12966	cycles
DPID \$44 Bytes 1-2	\$0000	DTC number for fault #1	N/A	
DPID \$44 Byte 3	\$00	DTC fault type for fault #1	\$00	
DPID \$44 Bytes 4-5	\$0000	DTC number for fault #2	N/A	
DPID \$44 Byte 6	\$00	DTC fault type for fault #2	\$00	
DPID \$45 Bytes 1-2	\$0000	DTC number for fault #3	N/A	
DPID \$45 Byte 3	\$00	DTC fault type for fault #3	\$00	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$45 Bytes 4-5	\$0000	DTC number for fault #4	N/A	
DPID \$45 Byte 6	\$00	DTC fault type for fault #4	\$00	
DPID \$46 Bytes 1-2	\$0000	DTC number for fault #5	N/A	
DPID \$46 Byte 3	\$00	DTC fault type for fault #5	\$00	
DPID \$46 Bytes 4-5	\$0000	DTC number for fault #6	N/A	
DPID \$46 Byte 6	\$00	DTC fault type for fault #6	\$00	
DPID \$47 Byte 1	\$00	SDM Recorded Vehicle Velocity Change for Axis #1 (10 ms after event enable or 70 ms before deployment)	0.00	MPH
DPID \$47 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (10 ms after event enable or 70 ms before deployment)	0.00	MPH
DPID \$47 Byte 3	\$01	SDM Recorded Vehicle Velocity Change for Axis #1 (20 ms after event enable or 60 ms before deployment)	0.68	MPH
DPID \$47 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (20 ms after event enable or 60 ms before deployment)	0.00	MPH
DPID \$47 Byte 5	\$01	SDM Recorded Vehicle Velocity Change for Axis #1 (30 ms after event enable or 50 ms before deployment)	0.68	MPH
DPID \$47 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (30 ms after event enable or 50 ms before deployment)	0.00	MPH
DPID \$48 Byte 1	\$02	SDM Recorded Vehicle Velocity Change for Axis #1 (40 ms after event enable or 40 ms before deployment)	1.36	MPH
DPID \$48 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (40 ms after event enable or 40 ms before deployment)	0.00	MPH
DPID \$48 Byte 3	\$02	SDM Recorded Vehicle Velocity Change for Axis #1 (50 ms after event enable or 30 ms before deployment)	1.36	MPH
DPID \$48 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (50 ms after event enable or 30 ms before deployment)	0.00	MPH
DPID \$48 Byte 5	\$03	SDM Recorded Vehicle Velocity Change for Axis #1 (60 ms after event enable or 20 ms before deployment)	2.03	MPH
DPID \$48 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (60 ms after event enable or 20 ms before deployment)	0.00	MPH
DPID \$49 Byte 1	\$03	SDM Recorded Vehicle Velocity Change for Axis #1 (70 ms after event enable or 10 ms before deployment)	2.03	MPH
DPID \$49 Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (70 ms after event enable or 10 ms before deployment)	0.00	MPH
DPID \$49 Byte 3	\$04	SDM Recorded Vehicle Velocity Change for Axis #1 (80 ms after event enable or at deployment)	2.71	MPH
DPID \$49 Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (80 ms after event enable or at deployment)	0.00	MPH
DPID \$49 Byte 5	\$04	SDM Recorded Vehicle Velocity Change for Axis #1 (90 ms after event enable or 10 ms after deployment)	2.71	MPH

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$49 Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (90 ms after event enable or 10 ms after deployment)	0.00	MPH
DPID \$4A Byte 1	\$04	SDM Recorded Vehicle Velocity Change for Axis #1 (100 ms after event enable or 20 ms after deployment)	2.71	MPH
DPID \$4A Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (100 ms after event enable or 20 ms after deployment)	0.00	MPH
DPID \$4A Byte 3	\$05	SDM Recorded Vehicle Velocity Change for Axis #1 (110 ms after event enable or 30 ms after deployment)	3.39	MPH
DPID \$4A Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (110 ms after event enable or 30 ms after deployment)	0.00	MPH
DPID \$4A Byte 5	\$06	SDM Recorded Vehicle Velocity Change for Axis #1 (120 ms after event enable or 40 ms after deployment)	4.07	MPH
DPID \$4A Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (120 ms after event enable or 40 ms after deployment)	0.00	MPH
DPID \$4B Byte 1	\$06	SDM Recorded Vehicle Velocity Change for Axis #1 (130 ms after event enable or 50 ms after deployment)	4.07	MPH
DPID \$4B Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (130 ms after event enable or 50 ms after deployment)	0.00	MPH
DPID \$4B Byte 3	\$07	SDM Recorded Vehicle Velocity Change for Axis #1 (140 ms after event enable or 60 ms after deployment)	4.74	MPH
DPID \$4B Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (140 ms after event enable or 60 ms after deployment)	0.00	MPH
DPID \$4B Byte 5	\$07	SDM Recorded Vehicle Velocity Change for Axis #1 (150 ms after event enable or 70 ms after deployment)	4.74	MPH
DPID \$4B Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (150 ms after event enable or 70 ms after deployment)	0.00	MPH
DPID \$4C Byte 1	\$08	SDM Recorded Vehicle Velocity Change for Axis #1 (160 ms after event enable or 80 ms after deployment)	5.42	MPH
DPID \$4C Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (160 ms after event enable or 80 ms after deployment)	0.00	MPH
DPID \$4C Byte 3	\$08	SDM Recorded Vehicle Velocity Change for Axis #1 (170 ms after event enable or 90 ms after deployment)	5.42	MPH
DPID \$4C Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (170 ms after event enable or 90 ms after deployment)	0.00	MPH
DPID \$4C Byte 5	\$08	SDM Recorded Vehicle Velocity Change for Axis #1 (180 ms after event enable or 100 ms after deployment)	5.42	MPH
DPID \$4C Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (180 ms after event enable or 100 ms after deployment)	0.00	MPH
DPID \$4D Byte 1	\$09	SDM Recorded Vehicle Velocity Change for Axis #1 (190 ms after event enable or 110 ms after deployment)	6.10	MPH

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$4D Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (190 ms after event enable or 110 ms after deployment)	0.00	MPH
DPID \$4D Byte 3	\$0A	SDM Recorded Vehicle Velocity Change for Axis #1 (200 ms after event enable or 120 ms after deployment)	6.78	MPH
DPID \$4D Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (200 ms after event enable or 120 ms after deployment)	0.00	MPH
DPID \$4D Byte 5	\$0A	SDM Recorded Vehicle Velocity Change for Axis #1 (210 ms after event enable or 130 ms after deployment)	6.78	MPH
DPID \$4D Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (210 ms after event enable or 130 ms after deployment)	0.00	MPH
DPID \$4E Byte 1	\$0B	SDM Recorded Vehicle Velocity Change for Axis #1 (220 ms after event enable or 140 ms after deployment)	7.45	MPH
DPID \$4E Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (220 ms after event enable or 140 ms after deployment)	0.00	MPH
DPID \$4E Byte 3	\$0C	SDM Recorded Vehicle Velocity Change for Axis #1 (230 ms after event enable or 150 ms after deployment)	8.13	MPH
DPID \$4E Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (230 ms after event enable or 150 ms after deployment)	0.00	MPH
DPID \$4E Byte 5	\$0C	SDM Recorded Vehicle Velocity Change for Axis #1 (240 ms after event enable or 160 ms after deployment)	8.13	MPH
DPID \$4E Byte 6	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (240 ms after event enable or 160 ms after deployment)	0.00	MPH
DPID \$4F Byte 1	\$0D	SDM Recorded Vehicle Velocity Change for Axis #1 (250 ms after event enable or 170 ms after deployment)	8.81	MPH
DPID \$4F Byte 2	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (250 ms after event enable or 170 ms after deployment)	0.00	MPH
DPID \$4F Byte 3	\$0D	SDM Recorded Vehicle Velocity Change for Axis #1 (260 ms after event enable or 180 ms after deployment)	8.81	MPH
DPID \$4F Byte 4	\$00	SDM Recorded Vehicle Velocity Change for Axis #2 (260 ms after event enable or 180 ms after deployment)	0.00	MPH
DPID \$4F Byte 5	\$0E	SDM Recorded Vehicle Velocity Change for Axis #1 (270 ms after event enable or 190 ms after deployment)	9.49	MPH
DPID \$4F Byte 6	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (270 ms after event enable or 190 ms after deployment)	-0.68	MPH
DPID \$50 Byte 1	\$0F	SDM Recorded Vehicle Velocity Change for Axis #1 (280 ms after event enable or 200 ms after deployment)	10.17	MPH
DPID \$50 Byte 2	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (280 ms after event enable or 200 ms after deployment)	-0.68	MPH
DPID \$50 Byte 3	\$10	SDM Recorded Vehicle Velocity Change for Axis #1 (290 ms after event enable or 210 ms after deployment)	10.84	MPH

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$50 Byte 4	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (290 ms after event enable or 210 ms after deployment)	-0.68	MPH
DPID \$50 Byte 5	\$10	SDM Recorded Vehicle Velocity Change for Axis #1 (300 ms after event enable or 220 ms after deployment)	10.84	MPH
DPID \$50 Byte 6	\$FF	SDM Recorded Vehicle Velocity Change for Axis #2 (300 ms after event enable or 220 ms after deployment)	-0.68	MPH
DPID \$51 Byte 1 bit 7	\$70	Driver Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 1 bit 6	\$70	Driver Belt Switch Circuit Status Monitored	Yes	
DPID \$51 Byte 1 bit 5	\$70	Passenger Belt Switch Circuit Status	BUCKLED	
DPID \$51 Byte 1 bit 4	\$70	Passenger Belt Switch Circuit Status Monitored	Yes	
DPID \$51 Byte 1 bit 3	\$70	Front Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 1 bit 2	\$70	Front Center Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 2 bit 7	\$00	Second Row Left Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 2 bit 6	\$00	Second Row Left Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 2 bit 5	\$00	Second Row Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 2 bit 4	\$00	Second Row Center Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 2 bit 3	\$00	Second Row Right Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 2 bit 2	\$00	Second Row Right Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 3 bit 7	\$00	Third Row Left Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 3 bit 6	\$00	Third Row Left Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 3 bit 5	\$00	Third Row Center Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 3 bit 4	\$00	Third Row Center Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 3 bit 3	\$00	Third Row Right Belt Switch Circuit Status	UNBUCKLED	
DPID \$51 Byte 3 bit 2	\$00	Third Row Right Belt Switch Circuit Status Monitored	No	
DPID \$51 Byte 4 bit 7	\$00	Driver Seat Position Status	Rearward	
DPID \$51 Byte 4 bit 6	\$00	Driver Seat Position Status Monitored	No	
DPID \$51 Byte 4 bit 5	\$00	Passenger Seat Position Status	Rearward	
DPID \$51 Byte 4 bit 4	\$00	Passenger Seat Position Status Monitored	No	
DPID \$52 Byte 1 bit 7	\$80	Automatic Passenger SIR Suppression System Validity Status	Invalid	
DPID \$52 Byte 1 bit 0	\$80	Automatic Passenger SIR Suppression System Status	Air Bag Suppressed	
DPID \$52 Bytes 2-3	\$0000	SDM Synchronization Counter	0	
DPID \$52 Byte 4 bit 7-6	\$00	Rollover Sensor Message Status	No Rollover Event	
DPID \$52 Byte 4 bit 5	\$00	Side Air Bag(s) Were First Commanded to Deploy Due to Side Impact Event	No	
DPID \$52 Byte 4 bit 4	\$00	Side Air Bag(s) Were First Commanded to Deploy Due to Rollover Event	No	

Data Location	Data Value (Hex)	Parameter Descriptor	Translated Value	Units
DPID \$52 Byte 4 bits 3-0	\$00	Rollover Sensor Status	Last message received contained errors	
DPID \$53 Byte 1	\$51	Time From Algorithm Enable to Maximum SDM Recorded Vehicle Velocity Change	810	msec
DPID \$53 Bytes 2-3	\$0B6D	Maximum SDM Recorded Vehicle Velocity Change	36.65	MPH
DPID \$54 Byte 1 bit 7	\$00	Automatic Passenger SIR Suppression System Validity Status / Passenger SIR Suppression Switch Circuit Validity Status	Valid	
DPID \$54 Byte 1 bit 1	\$00	Automatic Passenger SIR Suppression System Status / Passenger SIR Suppression Switch Circuit Status	Air Bag Suppressed	
DPID \$54 Byte 2	\$00	Rollover Sensor - Time Between Successive Side Deploys	0	msec
DPID \$54 Byte 3	\$00	Rollover Sensor - Time From Rollover Enable to Deploy	0	msec
DPID \$55 Byte 1	\$00	Driver 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 2	\$00	Driver 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 3	\$00	Passenger 1st Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 4	\$00	Passenger 2nd Stage Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 5	\$00	Driver Side or Roof Rail/Head Curtain Time From Algorithm Enable to Deployment Command Criteria Met	0	msec
DPID \$55 Byte 6	\$00	Passenger Side or Roof Rail/Head Curtain Time From Algorithm Enable to Deployment Command Criteria Met	0	msec

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No.	71-758872179	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - Power Steering Pump /	Sub-Area	Initiate PAR- Collision
Address		City	Carson	Involved Dir	Paradise Chevrolet	Safety	Yes
State	CA ZipCd	Con Acct		Source	Phone	Updated	9/21/2009 01:15:37 PM
Serial #/VIN	1G1AL58F787	Model Year	2008	Priority	Medium License # CHEVROL	Owner	AMSTUTST
Make	Chevrolet	Warr. Start	01/10/2008	Status	Open	Opened	9/17/2009 01:31:32 PM
Model	Cobalt	Mileage	34729	Sub-Status	Dissatisfied	Closed	
Abstract	Power Steering- Enterprise veh						
Customer Description	PAR FILE, DO NOT ADVISE, DO NOT ASSUME, SEND ALL CALLS TO X41022						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Insurance Agent	9/12/2009 04:00:00 PM	N	1	2	Asphalt	Dry	none	none
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
cust of Enterprise	cust of Enterprise	cust of Enterprise						
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
		(310) 817-7928	Elco 2 claims- 2nd claim	at DRU 8663003238				
Incident Loc	On 101 S, near Camarillo CA				Incident Desc	driver was on the highway in the middle lane, hw veered right, power steering failed and driver was temp unable to turn the veh enough, the driver side mirror scraped against the side of a veh in the left lane. the damaged are unknown as the driver of the 3rd party veh did not stop.		
Component	power steering				Damage Desc	left side mirror		
Vehicle Loc	Paradise				Add'l Info			
Emgcy Svc Names	none				Maint Loc	Enterprise		

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	none
Vehicle Speed	70	Weather Condition	dry	Prop Owner	unknown	Property Type	3rd party	
Last Service Date		Loc Last Service		Property Location	unknown	Prop Est Repair Cost		
Veh Est Repair Cost	\$215.00	Spec Equip Installer	n/a	Prop Damage Description	scraped the side of the veh, that driver did not stop			
Primary Veh Use	Fleet	Inspection Type	Steering and Suspension Sys	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	left side mirror			Explain Other	sent to ESIS, last date of svc unknown			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 01:30:40 PM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Scheduled Alarm		check for ESIS pick up
Contact Last Name	Contact First Name	Account	BAC Code				
check for ESIS pick up, if not done resched for today							
THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OCRS STACY AMSTUTZ @ X41022							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 01:28:34 PM	AMSTUTST	ESISBIQU	Escalation	ESIS - Property Damage	In Progress		assigned to ESIS
Contact Last Name	Contact First Name	Account	BAC Code				
property damage, enterprise veh							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 01:18:36 PM	AMSTUTST	AMSTUTST	Outbound Call Dealer	Made Contact	Done	9/21/2009 01:24:26 PM	Paradise Chev @ 805 642 0111
Contact Last Name	Contact First Name	Account	BAC Code				
CRS spoke with: Svc Mgr Drew Watts							
CRS adv: understand the veh is being held at dlr until diagnosis fee is paid for, GM does not charge for diagnoses on PAR cases, is it possible to release the file back to Enterprise/Elco?							
DLR adv: no, she can get the veh, we did tell her that there would be a half hour fee, she can come get the veh if she would like to							
StacyAmstutz/ATX/PAR							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 01:09:59 PM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to BRC	Done	9/21/2009 01:09:59 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
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Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:42:52 AM	KINZERTH	AMSTUTST	Ownership Changed		Done	9/21/2009 08:42:52 AM	Service Request Ownership has changed FROM: BARRIOMA TO: AMSTUTST

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:42:32 AM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- AVM	Done	9/21/2009 01:28:14 PM	Called DVM Byrne Paul 80509 58683

Contact Last Name	Contact First Name	Account	BAC Code
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DVM Byrne Paul 80509 58683

CRS adv: calling concerning cust, to adv that file has been recieved in your area, cust concern is with the power steering, due to 3rd party property damage and the veh belonging to Enterprise we will need to forward this file to ESIS for further handling

you are not required to respond to this msg, however if you do have any questions or concerns regarding this file, pls feel free to give me a call, 1-866-790-5700 x41022

SR#

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:42:23 AM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- Dealer	Done	9/21/2009 12:16:10 PM	Called Paradise Chev @ 805 642 0111
Contact Last Name	Contact First Name	Account	BAC Code				

CRS spoke with: Svc Mgr Drew Watts

CRS adv: calling about veh, understand that veh was diagnosed at dlr, what was dlr diagnosis?
is veh still at dlr? File will be handled by ESIS because the veh is an Enterprise Rental veh, will have the new agent's info in 10 business days

Dir adv: she works for Elco, told her we would look at the veh, we found a power steering code, and there is also a bulletin that addresses that code. Doc 2322970, they did get the power steering to fail. Veh is still at dlr

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:42:14 AM	KINZERTH	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	9/21/2009 01:18:30 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

cust sts: with Elco, representing Enterprise, veh is an Enterprise veh
driver was on the highway in the middle lane, hw veered right, power steering failed and driver was temp unable to turn the veh enough, the driver side mirror scraped against the side of a veh in the left lane. the damaged are unknown as the driver of the 3rd party veh did not stop.
veh is currently being held at paradise until the diagnosis fee is paid, we would like to move the veh to a safer location, we do not want to pay for the inspection

CRS adv: we will need to forward this file to ESIS for further handling, someone from that dept will be in contact within 10 business days, will also call the dlr to try and get the veh released, can't guarantee anything at this point
If there is no contact from ESIS in 10 business days cust can call CRS for new agent info

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:42:05 AM	KINZERTH	AMSTUTST	BRC PAR	Acknowledgement	Done	9/21/2009 01:03:59 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS adv: Calling to inform cust that we have recieved your file concerning your 2008 Chev Cobalt.
Do you have a few moments to speak with me?

cust sts: yes

*Continued in initial activity

StacyAmstutz/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:41:56 AM	KINZERTH	AMSTUTST	Notify CRM		Done	9/21/2009 01:28:28 PM	File Assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:41:48 AM	KINZERTH	AMSTUTST	Research		Done	9/21/2009 10:49:24 AM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

no open recalls
no related repairs
no other files

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:41:33 AM	KINZERTH	AMSTUTST	BRC PAR	Case Assigned	Done	9/21/2009 10:42:10 AM	Assigned to Stacy Amstutz x41022
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:41:23 AM	KINZERTH	BARRIOMA	SR Opened		Done	9/21/2009 08:41:23 AM	SR In Status of Closed has been Re-Opened by KINZERTH
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 08:41:22 AM	KINZERTH	BARRIOMA	SR Closed - Satisfied		Done	9/21/2009 08:41:22 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 03:16:09 PM	BARRIOMA	KINZERTH	Escalation	Initiate PAR	Done	9/21/2009 08:41:16 AM	Assigning activity to PAR QUEUE
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Maria Kemp /BA/CAC Tier 1 Lvl 1

Received and assigned in PAR
Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 02:49:04 PM	BARRIOMA	BARRIOMA	Outbound Call Customer	Left Message	Done	9/18/2009 02:51:03 PM	Case information.
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC.

Cust is an Enterprise representative that wanted to start a claim. Cust stated a cust was involved in a collision. Cust that was driving the veh did not intend to start a claim, however Enterprise wanted to state if product was faulty.

Maria Kemp /BA/CAC Tier 1 Lvl 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 02:30:10 PM	BARRIOMA	BARRIOMA	Outbound Call Dealer	Made Contact	Done	9/18/2009 02:38:30 PM	fu
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

SVM Drew

Power steering message came on, code C0475. There is a document that addresses this, 2322970. This document describes steering hard to turn. was issued on aug 6 of 2009.

Cust was charged for that inspection.

Maria Kemp /BA/CAC Tier 1 Lvl 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 01:07:26 PM	BARRIOMA	BARRIOMA	Inbound Call Customer	Customer	Done	9/18/2009 01:13:44 PM	Customer called.
Name		Account		BAC Code			

Customer wanted to know if they would have to pay for the inspection fee. CRS told cust unless veh has insurance that would cover that, they will need to pay for insurance.

Maria Kemp /BA/CAC Tier 1 Lvl 1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 06:44:59 AM	ALEJANRH	BARRIOMA	Notify CRM		Done	9/18/2009 11:40:28 AM	Letter received
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2009 06:42:31 AM	SADMIN	BARRIOMA	Inbound White Mail	Company	Done	9/18/2009 06:44:57 AM	REQUEST FOR ASSISTANCE Scanned: 2009-09-17-15.20.47.000000, MSXDocNum: 000195E7
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Letter from Enterprise rep (

CRS action plan:

Attach and notify

Reggie Alejandro/CAC T1/Mia /Emp Lvl 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 02:30:53 PM	RAMIREAR	BARRIOMA	Notify CRM	Customer Called	Done	9/17/2009 03:12:06 PM	informing of lbcc
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

see lbcc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 02:29:59 PM	BARRIOMA	BARRIOMA	Outbound Call Customer	Made Contact	Done	9/17/2009 02:30:35 PM	FU
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust stated she talked to anotahr CRs who provided info.
Cust said she will take veh to dealer on friday 18.

Maria Kemp /BA/CAC Tier 1 Lvl 1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 02:27:56 PM	BARRIOMA	BARRIOMA	Inbound Voice Mail	Service Request Update	Done	9/17/2009 02:29:57 PM	Customer called.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust requested divisional address and fax number.

Maria Kemp /BACAC Tier 1 Lvl 1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 02:27:42 PM	RAMIREAR	RAMIREAR	Inbound Call Customer	Complex Request	Done	9/17/2009 02:30:39 PM	***Assisting Only***
Contact Last Name	Contact First Name	Account	BAC Code				

Cust sts:

- provided sR 71-758872179
- spoke to a rep earlier
- forgot to get mailing address and fax number

Cust aks:

- divisional address for chevy and fax number

CRS Advsd:

- Chevrolet
- P.O. Box 33170 Detroit, MI 48232-5170
- Fax: 855-962-2858

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 02:16:18 PM	BARRIOMA	BARRIOMA	Scheduled Outbound Call	Follow-up Attempt	Done	9/18/2009 02:48:48 PM	FU
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Check diagnose.

Contact customer.

(310) 817-7928

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2009 01:39:48 PM	BARRIOMA	BARRIOMA	Inbound Call Customer	Complex Request	Done	9/17/2009 02:10:36 PM	Complaint veh.
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							

Cust states im calling on behalf of Enterprise. A custoemr that rented a car had an accident that we believed it was caused by product failure.

Description

THE DRIVER OF THE CHEVROLET WAS IN THE MIDDLE LANE, THERE WAS A TURN RIGHT, POWER STEERING WENT OUT, HE WASNT ABLE TO TURN WITH THE ROAD SO HE ENDED UP IN THE OTHER LANE (LEFT ONE). HE HIT ANOTHER CAR.

DAMAGE DESCRIPTION BROKEN SIDE MIRROR ON THE DRIVER'S SIDE

Customer did not care about making a claim against GM, im just calling because we need to verify if the veh is defective or not.

CRS informed cust she will need to have the veh diagnosed by a GM dealer in order to state if the veh has a defect or not.

Cust said she would take veh to dealer

PARADISE CHEVROLET 6350 LELAND ST VENTURA CA 93003-8585 805-642-0111

CRS scheduled callback.

Maria Kemp /BA/CAC Tier 1 Lvl 1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M30	Inoperative	Steering - Power Steering Pump / Brackets



P.O. BOX 5015
CARSON, CA 90749-5015
310-817-7901

Received from BRC

September 17, 2009

Via Fax & Certified Mail
866.962.2868 / 7009 0820 0001 7272 9965

Chevrolet Motor Company
Attn: Maria, svc request #71758872179
PO Box 33170
Detroit MI 48232-5170

RE: Vehicle : 2008 Chevy Cobalt
VIN : 1G1AL58F787 [REDACTED]
Date of Loss : 9/12/2009
Our File No. : [REDACTED]
Your File No. : 71758872179

RECEIVED

SEP 23 2009

ESIS-GM CLAIMS UNIT

Dear Maria:

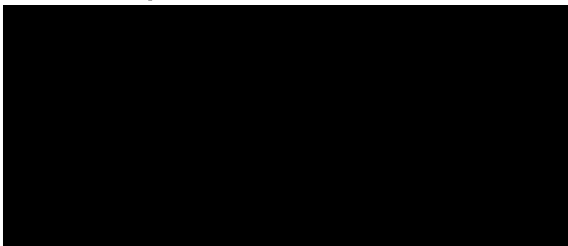
Please be advised this office handles claims for Enterprise Rent-A-Car Company of Los Angeles, LLC (hereinafter "Enterprise").

Per our conversation today, the driver of the above listed vehicle alleged an accident occurred as a result of a mechanical defect involving the power steering. Also per our conversation today, I have arranged for an inspection of the vehicle tomorrow at 10:00 am at Paradise Chevrolet in Ventura, California.

Enterprise reserves all rights of recovery relating to inspection costs, loss of use and storage fees which continue to increase each day the vehicle is held.

I look forward to hearing from you following the inspection. Please contact me at [REDACTED] to discuss.

Sincerely,



GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AL58F787
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VEHICLE INFORMATION

Merchandising Model :	1AL69 -2008 COBALT 4-DOOR LT SEDAN				Warranty Start Date :		01/10/2008	
BARS Order Type :	50 - FLEET							
Delivering Dealer :	RYDELL AUTOMOTIVE GROUP PO BOX 2189 VAN NUYS, CA 91404-2189 (818) 838-1700				Selling Source :		13 - CHEVROLET	
					Site Code :		20070	
					Business Associate Code :		164285	
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid	

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	08224	2.0L, 2.2L, 2.4L ENGINE OIL LEAK - REF. TSB 08-06-01-017.	07/18/2008	See Bulletin
EI	09110	SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	05/05/2009	See Bulletin
EI	09116	INSUFF A/C COOLING, A/C COMPRESSOR NOISE/REFRIG/OIL LEAK (TSB 09-01-39-006)	05/13/2009	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	01/10/2008	10 miles	01/10/2011	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	01/10/2008	10 miles	01/10/2014	100010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	01/10/2008	10 miles	01/10/2013	100010 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/10/2008	10 miles	01/10/2016	80010 miles
180/150000 CALIFORNIA SELECT COMPONENT	01/10/2008	10 miles	01/10/2023	150010 miles
180/150000 CALIFORNIA EMISSIONS	01/10/2008	10 miles	01/10/2023	150010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/31/2008	E [REDACTED]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	1 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System

Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

[Help](#)

VIN :	1G1AL58F787
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CLAIM HISTORY

Repair Order Date :		01/31/2008		Repair Order Number :		E15064		Odometer Reading :		1 miles	
Serviced By :		RYDELL AUTOMOTIVE GROUP PO BOX 2189 VAN NUYS, CA 91404-2189 (818) 838-1700				Selling Source :			13 - CHEVROLET		
						Site Code :			20070		
						Business Associate Code :			164285		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
02/19/2008	875	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 110.67	N

CHECK HISTORY

Vehicle Has No Associated Check History.
--

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GM Vehicle Inquiry System Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN	1G1AL58F787
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VEHICLE BUILD

Merchandising Model :	1AL69 -2008 COBALT 4-DOOR LT SEDAN		
Gross Vehicle Weight Rating :	1736 kg (3828 lb)	Order Number :	MMXPP4
Build Date :	01/09/2008	Build Plant :	187A

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AP9 - CONVENIENCE NET, CARGO	AR9 - DELUXE FRONT BUCKET SEAT
ASF - HEAD CURTAIN SIDE AIRBAGS, FRONT/REAR	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU0 - REMOTE KEYLESS ENTRY	AU3 - POWER DOOR LOCKS W/REMOTE KEYLESS ENTRY
B34 - FLOOR MATS, FRONT/REAR	B35 - REAR FLOOR MATS
B8N - GM PRODUCTION WEEK #02	B84 - BODY COLOR, BODYSIDE MOLDINGS
CIU - ENTERPRISE RENT A CAR	C67 - ELECT. FRONT AIR CONDITIONER
DG7 - BODY COLOR POWER MIRRORS	D36 - MIRROR I/S R/V TILT
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FLT - FLEET PROCESSING OPTION
FY1 - TRANS/AXLE 3.63 RATIO	IPC - INTERIOR TRIM DESIGN
JM4 - ANTILOCK BRAKE SYSTEM	K34 - CRUISE CONTROL
K64 - 115 AMP GENERATOR	LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO
L61 - 2.2L DOHC 4 CYL ENGINE	MN5 - 4 SPEED AUTO TRANSMISSION
MX0 - TRANSMISSION, 4 SPD AUTOMATIC	NU6 - EMISSION SYSTEM CALIFORNIA, PZEV
NW7 - TRACTION CONTROL	NZ6 - 16" HIGH-VENT STEEL WHEELS
N45 - 3 SPOKE STEERING WHEEL	QLG - TIRE ALL P205/55R16-89H BW
R6F - IDENTIFY B-CODE USERS	R9N - PROCESSING CODE - SEAT

UE0 - ONSTAR DELETE	UJ6 - TIRE PRESS INDICATOR
UQ4 - BASE SPEAKER SYSTEM	US8 - AM/FM STEREO, CD PLAYER & MP3 FORMAT
U2J - DELETE XM SATELLITE RADIO AM/FM STEREO, CD PLAYER (REPLACES STD/OPT RADIO)	VK3 - FRONT LICENSE PLATE BRACKET
VQ2 - FLEET ORDERING AND ASSISTANCE	VT7 - OWNERS MANUAL ENGLISH
VX7 - LONG TERM DAILY RENTAL PROGRAM	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	YF5 - CALIFORNIA EMISSIONS
ISZ - OPTION PACKAGE DISCOUNT	I4C - GRAY
I4I - GRAY	2LT - 2LT TRIM PACKAGE *WHEELS, 16" STYLED STEEL (REPLACES STD/OPT WHEELS) *ANTILOCK BRAKE SYSTEM *CONVENIENCE NET, CARGO *CRUISE CONTROL *BODY COLOR, BODYSIDE MOLDINGS
6AP - FRONT SPRING	7AP - FRONT SPRING
74U - VICTORY RED	8AB - REAR SPRING
9AB - REAR SPRING	

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Joshua Preister
Claims Administrator

September 29, 2009

ELCO ADMINISTRATIVE SERVICES
ATTN: KATRINA BERGSTROM
PO BOX 5015
CARSON, CA 90749-5015

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors Company
Date/Event: 09/12/2009
Subject vehicle: 2008 Chevrolet Cobalt
VIN: 1G1AL58F787 [REDACTED]

Dear Ms. Bergstrom:

We are the third-party administrators on behalf of General Motors Company (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to GM concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

5

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
11. Advise of any injuries.
12. Advise if there is any property damage other than the subject vehicle.
13. Advise the mileage for the subject vehicle.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Joshua Preister
Claims Administrator

CALIFORNIA COLLISION SPECIALISTS,LL									
Admin Data									
Owner [REDACTED] Address					Insured Address				
Home Phone 111-111-1111					Home Phone				
Work Phone					Work Phone				
Insurance Company ENTERPRISE Address					Adjuster Adjuster Phone Email				
Phone Fax					Inspection Location Address Phone Fax				
Repair Facility Repair Facility Name CALIFORNIA COLLISION SPECIALISTS,LL Address 1649 Palma Dr. Unit A Ventura, CA 93003 Phone 805-650-7506 Fax 805-650-7583 Federal Tax ID State BAR					Estimator Information Estimator S1 Office Address Email Phone Fax				
Estimate Information File ID 11236 Sup No. 0 Platform M UM6.7 Transmit Date 9/14/2009 Loss Assignment Date 9/14/2009 Inspection Date					Claim Information Claim # [REDACTED] Policy Number Deductible \$0.00 Deductible Paid Unknown Loss Type				
Vehicle Data									
Year	08	Make	Chevrolet	Model	Cobalt				
BodyStyle	4D Sed	Color	RED	VIN	1G1AL58F787 [REDACTED]				
Engine		Type	Car	Odometer	34724				
Production Date	08/1	Primary Point Of Impact14							
License	6CDT818	Secondary Point Of Impact14							
License State	CA								
Line Items									
Line	Operation	Description	Price	QTY	Labor	Paint	Lbr TTL	Other	
1	Remove/Replace	L FRT DOOR REAR VIEW MIRROR	\$180.23	1	1* B		\$25.00		
2	Refinish	L FRT DOOR MIRROR				0.7 R	\$17.50		
3	Remove/Install	L FRT DOOR TRIM PANEL			0.4 B		\$10.00		
4	Additional Operations	CLEAR COAT				0.1 R	\$2.50		
5	Additional Operations	CHIP RESISTANT MATERIAL APPLICATION	\$10.00*	1					
6	Additional Operations	FINISH SAND AND BUFF							
7	Additional Costs	PAINT/MATERIALS	\$19.20*	1					
8	Additional Costs	HAZARDOUS WASTE DISPOSAL	\$5.60*	1					
Totals									
Parts									
Part	Sub Total	Adj %	Adj \$	Total					

New Parts	\$180.23	-30.00 %	(\$54.07)		\$126.16
Parts Total					\$126.16
Labor					
Type	Additional Labor	Rate	Hours	R*H	Sub Total
Body	\$0.00	\$25.00	1.4	\$35.00	\$35.00
Paint	\$0.00	\$25.00	0.8	\$20.00	\$20.00
Labor Total					\$55.00
Materials					
Paint Materials					\$19.20
Hazardous Wastes					\$5.60
Materials Total					\$24.80
Miscellaneous					
Other					\$10.00
Miscellaneous Total					\$10.00
Adjustments					
Deductible					\$0.00
Sales Tax					\$0.00
Orig Total					\$215.96
Final Total					\$215.96



"Bergstrom, Katrina A"
<Katrina.A.Bergstrom@erac.com>

11/19/2009 01:11 PM

To "joshua.preister@gm.com" <joshua.preister@gm.com>

cc

bcc

Subject Esis/GM #678697 / ELCO #395586

Hi Josh,

Per our conversation today, please find attached the estimate and pictures of the Enterprise damage. Below, please find my notes from my conversation with the person who reported the alleged vehicle defect with the power steering. And to talk to the Chevy dealership who inspected the vehicle, please call:

Paradise Chevy @ 805.656.7011

6350 Leland St., Ventura CA 93003

- service mgr: William Drew Watts (goes by Drew)
- paperwork was drawn up by Jim Ismay in service
- inspection was done by Dave Melton on

Thanks, Josh! Feel free to call me with any questions at 310.817.7928.

Katrina

Facts of loss per Enterprise driver: One adult passenger in addition to Enterprise driver in Enterprise car. He was driving on the 101 s/b in the Camarillo, CA area. He was on the way from Santa Barbara to L.A. for the weekend. He had rented the Enterprise car that same day, a few hours before. Traffic was moving around the speed limit, but all lanes were full. Enterprise car was in the middle lane. A red vehicle was in lane to the Enterprise car's left. The freeway was turning to the right, and the power steering went out. This was the first time the power steering went out on him. The Enterprise driver attempted to turn the wheel to the right but the wheel didn't turn for a couple of seconds, and as a result, the Enterprise car merged into the left lane, where its driver's side mirror bumped the red car. Point of impact on the red car unknown. The Enterprise driver was able to get back into the middle lane, and then he made his way to the shoulder. The Enterprise driver isn't sure about damage to the red car, but the driver of the red car was making hand motions and yelling, and appeared angry. The Enterprise driver expected the driver of the red car to stop, but instead he kept driving. After pulling over, the Enterprise driver noticed the power steering light on the dashboard, and a beeping sound. Enterprise driver believes he didn't hear the beeping sound earlier because he and his passenger had the music on and were talking to each other. After the Enterprise driver turned the Enterprise car off and then on, the power steering came back, so he completed the drive to L.A. However, the problem recurred, and every time the power steering went out, the Enterprise driver had to turn the vehicle off and on again. He kept the car until Monday because he wasn't familiar with the Los Angeles area and wanted to just return the vehicle back in Santa Monica at the end of the weekend, which he did. Damage to the Enterprise car from the accident was to the side mirror only. No injuries, no witnesses, no police report.



Katrina Bergstrom

Liability Claims Representative

ELCO

310-817-7928 direct

310-817-8928 fax

e342cm@erac.com

ELCO

P.O. Box 5015

Carson, CA 90749

USA

From: Bergstrom, Katrina A
Sent: Wednesday, November 11, 2009 1:03 PM
To: Bergstrom, Katrina A
Subject: 395586

v1

CONFIDENTIALITY NOTICE: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to whom they are addressed and may contain confidential and privileged information protected by law. If you received this e-mail in error, any review, use, dissemination, distribution, or copying of the e-mail is strictly prohibited. Please notify the sender immediately by return e-mail and delete all copies from your system.



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54344d07-9571-4683-8820-bb9bd90f684b.jpg



b3ef2b33-ccc1-4c7b-8651-e4e32ea0dba6.jpg



cc77952a-099d-40d1-b362-4a27ecd0576e.jpg



3bb546f7-869c-4679-8d0e-c7b494731f87.jpg



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87855762-4c74-4d2f-88a0-6c96124d995b.jpg



2dd3faee-8cae-43d2-b60e-6c98cbe0d704.jpg



11236.html



32JJ

(661) 294-4590

DX # DX32 AL B36

UNIT # 32AL

DAMAGE ON UNIT: Minor casing down

MAKE/MODEL: Cobra 1+

G.P.B.: 32AL

DO NOT RENT















PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No.	71-755603998	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address		City	Brockport	Involved Dir		Safety	Yes
State	NY	Con Acct		Source	Phone	Updated	9/21/2009 04:57:38 PM
Serial #/VIN	1G1AK55F567	Model Year	2006	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	05/13/2006	Status	Open	Owner	OGLESBIM
Model	Cobalt	Mileage	54453	Sub-Status	Satisfied	Opened	9/21/2009 11:07:34 AM
Abstract	08 Cobalt-Steering concern						
Customer Description	This is a BRC PAR Case. Do not advise or assume. Forward any inquiries to Michelle Oglesby at ex. 31394.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	9/20/2009 05:00:00 PM	Y	0	2	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		6'0	4/15/1983	none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
n/a	n/a		n/a					
Incident Loc	Hwy 531, Ogden, NY	Incident Desc	I was driving down the highway when I saw some debris in the road. I swerved to the left to avoid it and when I did, my vehicle lost power steering. The resulting struggle with the vehicle ended up causing me pain in my neck, chest, and shoulder.					
Component	power steering system	Damage Desc	No external damage to vehicle. Power steering system not functioning properly.					
Vehicle Loc	Cust residence, 2 Lynwood Dr, Rockport, NY 14420	Add'l Info	Cust did not file an insurance claim on the vehicle.					
Emgcy Svc Names	No emergency services contacted	Maint Loc	Unknown					

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	N	Spec Equip	None
Vehicle Speed	60	Weather Condition	dry	Prop Owner	n/a	Property Type	n/a	
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost		
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	n/a	Inspection Date/Time		
Primary Veh Use	Personal	Inspection Type	Steering and Suspension Sys	Inspected By	Inspection Not Performed			
Veh Damage Description	No external damage to vehicle. Power steering system not functioning properly.			Explain Other	n/a			

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle		Driver	Seatbelt
Injury Description			Medical Rpt#	Treatment Location		Treated By
pain in right side of the neck, front right of chest, and top right of back			n/a	Hilton Medical Center in Hilton, NY		unknown
Street Address			City	State	Zip Code	
2 Loynwood Dr			Brockton	NY	14420	

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/22/2009 11:13:51 AM	AMSTUTST	ESISBIQU	Escalation	ESIS - Injuries	In Progress		assigned to ESIS
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
Injuries							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/22/2009 09:17:24 AM	KINZERTH	AMSTUTST	Notify CRM		Done	9/22/2009 11:13:50 AM	ESIS - Injuries
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 04:56:06 PM	OGLESBMI	OGLESBMI	Scheduled Follow-up		Scheduled Alarm		Check for ESIS pickup THIS IS NOT A SOCC
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
THIS IS NOT A SCHEDULED CALL (SOCC). PLEASE DO NOT ADVISE THE CUSTOMER OF THIS SCHEDULED ACTIVITY. FORWARD ANY QUESTIONS TO OCRS.							
Check file to see if it has been picked up by ESIS. If so, close file.							
Michelle Oglesby/ATX/UPAR							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 04:55:02 PM	OGLESBBI	KINZERTH	BRC PAR	ESIS- Injuries	Done	9/22/2009 09:17:22 AM	Escalating to ESIS, Injuries
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust was trying to avoid debris in the road and the power steering cut out. The cust injured themselves in the struggle and is seeking medical treatment for his injuries. This case is being sent to ESIS for further handling.

Michelle Oglesby/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 04:53:48 PM	OGLESBBI	OGLESBBI	Ownership Changed	Ownership Escalated to BRC	Done	9/21/2009 04:53:48 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 02:28:18 PM	KINZERTH	OGLESBBI	Ownership Changed		Done	9/21/2009 02:28:18 PM	Service Request Ownership has changed FROM: SEMILLMA TO: OGLESBBI
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 02:27:58 PM	KINZERTH	OGLESBIM	BRC PAR	Initial Contact- AVM	Done	9/21/2009 04:54:50 PM	Called DVM Patrick Dubay
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

DVM Name: Patrick Dubay
Node/Mailbox: 814055 8134

This is Michelle Oglesby
calling from the GM Product Allegation Dept:
The request number is: 71-759603998

The Customer's name is: [REDACTED]

The dealer involved is: no involved dir

The vehicle is: 2006 Chevrolet Cobalt

The last 8 digits of the VIN# are: 67 [REDACTED]

This involves: Cust was trying to avoid debris in the road and the power steering cut out. The cust injured themselves in the struggle. Case is going to ESIS.

Michelle Oglesby/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 02:27:48 PM	KINZERTH	OGLESBIM	BRC PAR	Initial Contact- Dealer	Done	9/21/2009 04:26:53 PM	No initial contact required. Vehicle has not been to dealer in two years.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 02:27:39 PM	KINZERTH	OGLESBMI	BRC PAR	Initial Contact- Phone	Done	9/21/2009 04:51:43 PM	Called
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Cust sts: I was driving down the highway when I saw some debris in the road. I swerved to the left to avoid it and when I did, my vehicle lost power steering. The resulting struggle with the vehicle ended up causing me pain in my neck, chest, and shoulder. I am going to the doctor this evening at the Hilton Medical Center for treatment. I did not file a claim with my insurance company.

CRS sts: Due to the injuries sustained, I will need to escalate your case to our central claims department for further handling. They will be in touch with you within 10 business days. If you don't hear from them by that time, call me and I will look up the new agent name and case #. Call me if you have any questions in the mean time.

Michelle Oglesby/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 02:27:30 PM	KINZERTH	OGLESBMI	BRC PAR	Acknowledgement	Done	9/21/2009 04:51:36 PM	Called
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Crs Adv: This is Michelle Oglesby calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust sts: Yes

Continued in Initial

Michelle Oglesby/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 02:27:21 PM	KINZERTH	OGLESBMI	Notify CRM		Done	9/21/2009 04:26:34 PM	File Assigned
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 02:27:04 PM	KINZERTH	OGLESBMT	Research		Done	9/21/2009 04:26:31 PM	Research VIN

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments
Research

Recalls: No open recalls

Related repairs: No related repairs

Previous SRs: No previous SRs

Michelle Oglesby/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 02:26:47 PM	KINZERTH	OGLESBMT	BRC PAR	Case Assigned	Done	9/21/2009 04:25:22 PM	Assigned to Michelle Oglesby x31394

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 02:26:27 PM	KINZERTH	SEMILLMA	SR Opened		Done	9/21/2009 02:26:27 PM	SR in Status of Closed has been Re-Opened by KINZERTH

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 02:26:26 PM	KINZERTH	SEMILLMA	SR Closed - Satisfied		Done	9/21/2009 02:26:26 PM	Service Request has been Closed Satisfied.
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 12:20:10 PM	SEMILLMA	KINZERTH	Escalation	Initiate PAR	Done	9/21/2009 02:26:21 PM	Assigning activity to PAR QUEUE
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
CRS advised that a person from the PAR Department will contact the customer within 2 business days							
MaureenAva Semilla/CAC/Man/T1/Lvl0							
Received and assigned in PAR							
Thaddeus Kinzer/PAR Workflow/ATX							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2009 11:21:02 AM	SEMILLMA	SEMILLMA	Inbound Call Customer	Complex Request	Done	9/21/2009 11:25:21 AM	Alleged product allegation-Customer claims product failure caused bodily injury
Contact Last Name:	Contact First Name	Account	BAC Code				

Comments

Customer STS:

- has a very serious problem, going on the expressway 60mi/hour, power steering quit, it happened yesterday
- veh not driveable, in his house
- has neck injuries
- with Abbey Blackburn 23 fiance but she was not injured

Customer SKS:

- complaint/PAF

CRS adv:

- CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC
- he may expect a call within 2 business days
- asked if there is anything else (NO)
- thanked cust, gave SR

MaureenAva Semilla/CAC/Man/T1/Lvt0

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M01	Power - Lack of	Steering - General

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AK55F567 [REDACTED]
-------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1AK69 -2006 COBALT 4-DOOR LS SEDAN				Warranty Start Date :		05/13/2006	
BARS Order Type :	50 - FLEET							
Delivering Dealer :	HOSELTON CHEVROLET, INC. 909 FAIRPORT RD EAST ROCHESTER , NY 14445-1991 (585) 586-7373				Selling Source :		13 - CHEVROLET	
					Site Code :		13290	
					Business Associate Code :		115359	
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid	

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	09110	SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	05/05/2009	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	05/13/2006	10 miles	05/13/2009	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/13/2006	10 miles	05/13/2012	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/13/2006	10 miles	05/13/2014	80010 miles
96/100000 CALIFORNIA SELECT COMPONENT	05/13/2006	10 miles	05/13/2014	100010 miles
36/50000 CALIFORNIA EMISSIONS	05/13/2006	10 miles	05/13/2009	50010 miles
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	05/13/2006	10 miles	05/13/2011	60010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
05/09/2007	M19459	#	Z2084 - ROADSIDE SERVICE (FLAT TIRE)	16059 miles
02/13/2007	151524	#	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE	14378 miles
05/17/2006	368081	I	Z6999 - PDI RELATED FLUID ADDS	4 miles
05/12/2006	A63989	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AK55F567 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		05/09/2007		Repair Order Number :		M19459		Odometer Reading :		16059 miles	
Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117					Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/18/2007	796	01	#	Z2084 - ROADSIDE SERVICE (FLAT TIRE)		N/A		C	N/A	\$ 42.75	N

Repair Order Date :		02/13/2007		Repair Order Number :		151524		Odometer Reading :		14378 miles	
Serviced By :		DOAN CHEVROLET-OLDSMOBILE, LLC. 4477 RIDGE RD W ROCHESTER, NY 14626-3549 (585) 352-3434				Selling Source :		13 - CHEVROLET			
						Site Code :		13050			
						Business Associate Code :		171437			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
02/16/2007	770	01	#	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE		15926820 - CONTROL		N/A	N/A	\$ 153.38	N

Repair Order Date :		05/17/2006		Repair Order Number :		368081		Odometer Reading :		4 miles	
Serviced By :	HOSELTON CHEVROLET, INC. 909 FAIRPORT RD EAST ROCHESTER, NY 14445-1991 (585) 586-7373					Selling Source :		13 - CHEVROLET			
						Site Code :		13290			
						Business Associate Code :		115359			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/26/2006	694	01	I	Z6999 - PDI RELATED FLUID ADDS		N/A		N/A	N/A	\$ 4.00	N

Repair Order Date :		05/12/2006		Repair Order Number :		A63989		Odometer Reading :		0 miles	
Serviced By :	HOSELTON CHEVROLET, INC. 909 FAIRPORT RD EAST ROCHESTER, NY 14445-1991 (585) 586-7373					Selling Source :		13 - CHEVROLET			
						Site Code :		13290			
						Business Associate Code :		115359			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/16/2006	691	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 94.89	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN	1G1AK55F567
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VEHICLE BUILD

Merchandising Model :	1AK69 -2006 COBALT 4-DOOR LS SEDAN		
Gross Vehicle Weight Rating :	1705 kg (3760 lb)	Order Number :	JWRP3Q
Build Date :	05/12/2006	Build Plant :	167A

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AR9 - DELUXE FRONT BUCKET SEAT
B0B - GM PRODUCTION WEEK #20	CIU - FLT-ENTERPRISE RENT A CAR
C67 - ELECT. FRONT AIR CONDITIONER	DC8 - MIRROR, O/S MANUAL FLDG, BLK
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FLT - FLEET PROCESSING OPTION
FY1 - TRANS/AXLE 3.63 RATIO	IPB - INTERIOR TRIM DESIGN
J41 - POWER DISC FRONT BRAKES	K64 - 115 AMP GENERATOR
LOD - ASSEMBLY PLANT - LORDSTOWN, OHIO	L61 - 2.2L DOHC 4 CYL ENGINE
MN5 - 4 SPEED AUTO TRANSMISSION	MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE
NE1 - MA/ME/NY/VT EMISSIONS	NU3 - EMISSIONS SYSTEM CALIFORNIA, SULEV
N46 - 4 SPOKE STEERING WHEEL	PG1 - 15" STEEL WHEEL
QTU - P195/60R15 TOURING BW TIRES	R6F - IDENTIFY B-CODE USERS
R6P - PREMIUM PAINT	R8K - *****
UN0 - AM/FM STEREO W/CD & RDS	UQ4 - BASE SPEAKER SYSTEM
VK3 - FRONT LICENSE PLATE MOUNT	VQ2 - FLEET ORDERING AND ASSISTANCE
VX7 - LONG TERM DAILY RENTAL PROGRAM	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA	1LS - 1LS BASE PACKAGE
ISZ - OPTION PACKAGE DISCOUNT	14B - GRAY
14I - GRAY	6AR - FRONT SPRING

7AR - FRONT SPRING	8AA - REAR SPRING
9AA - REAR SPRING	95U - ULTRA SILVER METALLIC

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CUSTOMER # 61339

207138

SPURR DEALERSHIPS

6325-6331 Brookport-Spencer Road
Brookport, NY 14420
PH: (585) 637-3999 FAX: (585) 637-6391
www.spurrsdealerships.com

INVOICE

PAGE 1

NYS Reg. Facility No. 7090368

CLARKSON, NY

HOME:

CONT: N/A

BUS:

CELL:

SERVICE ADVISOR: 138 MARY PATTEN

COLOR	YEAR	MAKE/MODEL	VIN	DATE	MI/AGE IN /CUT	TAX	
GY	06	CHEVROLET COBALT	1G1AK55F567		54457/54457		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PL NO	RATE	PAYMENT	INV DATE
13MAY06 DD			18:00 13OCT09			CASH	20OCT09
R.O. OPENED	READY	OPTIONS: ENG:2.2 Liter_MFI_DJHC					

07:36 13OCT09 15:55 20OCT09

LINE OPCODE TECH TYPE HOURS

A ELECTRIC STEERING IS FAILURE KICKS OUT

LIST NET TOTAL

CAUSE: INTERNAL FAILURE IN ELECTRONIC POWER STEERING MOTOR

30 STARTER/CHARGING

220 CPC

PARTS: 1 20763801 F MOTOR KIT

161.50 161.50

LABOR: 175.00 OTHER: 0.00 TOTAL LINE A: 336.50

VERIFIED CUSTOMERS CONCERN POWER STEERING KICKS OFF. TECH ROAD

TESTED VEHICLE PARKING LOT MANEUVERS WITH FIELD INVESTIGATOR RICHARD

SCHOHLER. POWER STEERING CUTS OUT. SERV POWER STEERING MESSAGE IS

DISPLAYED. INSTALLED SCAN TOOL AND CHECK CODES. C0475 STAYED FAILED

CURRENT. CHECK BULLETINS AND PI'S FOUND BULLETIN DOC # 232297C FOLLOW

DIAG PER BULLETIN. FIRST REFERS TO CHECK PROCEDURE IN BULLETIN

05-02-32-002D- CHECK FOR BLOWN 60A FUSE OK. PER FIRST BULLETIN CHECK

CONNECTION BETWEEN EPS MOTOR AND POWER STEERING CONTROL MODULE OK.

BULLETIN RECOMMENDS REPLACE EPS MOTOR DISCUSS DIAG AND SERVE PROCEDURES

WITH FIELD INVESTIGATOR ADN SPOKE WITH PLATFORM ENGINEER DENNY AND

CUSTOMER ASSIST. VICKY ADVISE OF DIAG SOP EPS MOTOR REMOVE OLD MOTOR

FOR FIELD INVESTIGATOR AND WAIT FOR PART TO ARRIVE. TECH INSTALL SOP

EPS MOTOR. CLEAR CODES AND ROADTEST VEHICLE CHECK POWER STEERING

ASSIST OPERATION. SCAN FOR CODES RETURN NONE. ALL IS OK

METHOD OF PAYMENT

☐ CASH ☐ CHECK

Check Number

☐ VISA ☐ AMER. EXPRESS
☐ DISCOVER ☐ CHARGE
☐ MASTER CARD

Thank you for your business!

If you don't already have one of
our Platinum Rewards Cards, ask
your service advisor about the
benefits.

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY
DISCLAIMS ALL WARRANTIES
EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED
WARRANTY OF MERCHANTABILITY
OR FITNESS FOR A PARTICULAR
PURPOSE, AND SELLER NEITHER
ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR
IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF SAID
PRODUCTS.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

DESCRIPTION	TOTALS
LABOR AMOUNT	161.50
PARTS AMOUNT	175.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	336.50
LESS: INSURANCE	0.00
SALES TAX	26.92
PLEASE PAY THIS AMOUNT	363.42

5

November 18, 2009

ESIS
300 Renaissance Center
Mail Code 482 C19 B61
Detroit, MI 48265

313-665-3396 tel
313-665-0911 fax
www.esis.com

Paul Olle
Claims Administrator

[REDACTED]
BROCKPORT, NY [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors LLC
Date/Event: 9/20/2009
Subject vehicle: 2006 Chevrolet Cobalt
VIN: 1G1AK55F567 [REDACTED]

Dear [REDACTED]

ESIS is the third party administrator for General Motors for all claims alleging a product defect.

This letter follows our telephone conversation of November 11, 2009 regarding the medical authorization. To date, the completed medical authorization has not been received. Enclosed is an *Authorization for use and/or Disclosure of Confidential Medical Information* form. Please sign and date where indicated and be sure to include the names and addresses for each of your treating doctors. Please return the completed form to me.

Thank you for your cooperation.

Sincerely,

Paul Olle

5

December 9, 2009

ESIS
300 Renaissance Center
Mail Code 482 C19 B61
Detroit, MI 48265

313-665-3396 tel/
313-665-0911 fax
www.esis.com

Paul Olle
Claims Administrator

[REDACTED]
BROCKPORT, NY [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors LLC
Date/Event: 9/20/2009
Subject vehicle: 2006 Chevrolet Cobalt
VIN: 1G1AK55F567 [REDACTED]

Dear [REDACTED]:

ESIS is the third party administrator for General Motors for all claims alleging a product defect.

This letter follows my letter of November 18, 2009 regarding the medical authorization. To date, the completed medical authorization has not been received. Enclosed is an *Authorization for use and/or Disclosure of Confidential Medical Information* form. Please sign and date where indicated and be sure to include the names and addresses for each of your treating doctors. Please return the completed form to me.

If I do not hear from you within 30 days, I will assume you are no longer pursuing a claim and will close the file.

Thank you for your cooperation.

Sincerely,

Paul Olle

AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION

I, the undersigned, hereby authorize the following Authorized Health Care Providers to make the authorized use and/or disclosure of confidential information contained in my medical records to ESIS at the address below:

Name, address, telephone number of medical provider:	HILTON HEALTH CARE 279 EAST AVE HILTON NY 14468-1333 1-585-392-9100
Name, address, telephone number of medical provider:	
Name, address, telephone number of medical provider:	
Name, address, telephone number of medical provider:	
Name, address, telephone number of medical provider:	
Name, address, telephone number of medical provider:	
Name, address, telephone number of medical provider:	

RECEIVED
DEC 28 2009
ESIS-GM CLAIMS UNIT

I understand that the purpose(s) for which this information is to be used and/or disclosed is for a product liability claim against General Motors LLC for an incident which occurred on or about 9/20/09.

The confidential information from my medical records and/or x-rays to be disclosed has no limitations as to the dates of visits or injuries to be disclosed. I understand that full disclosure is authorized. This includes interviews of doctors, EMTs, and other attendants regarding all matters relating to my examination, diagnosis, care, and treatment.

I understand that:

- I have a right to inspect or copy my confidential information that is to be used or disclosed.
- If my confidential health information is disclosed to someone who is not required to comply with the federal privacy protection regulations, then such information may be re-disclosed by the recipient and would no longer be protected.
- I may revoke this authorization at any time with respect to any Authorized Health Care Provider by notifying such Authorized Health Care Provider in writing of my revocation of this authorization and delivering to such Authorized Health Care Provider my revocation by mail or personal delivery. ESIS requests a copy of such revocation.
- The above-listed medical providers may not condition (withhold or refuse) treating me on whether I sign this Authorization.

A photocopy of this Authorization can be accepted with the same authority as the original.

Printed Name of Patient*	Date of Birth
[REDACTED]	10/12/83 4-15-1983
Address, City, State and Zip	Social Security Number
[REDACTED] CLARKSON MI [REDACTED]	[REDACTED]
Signature of Patient or Personal Representative*	Date Signed
[REDACTED]	12-13-09
Relationship to individual*	Authority to act for individual*

*If you are a personal representative signing this Authorization, please provide a description of your relationship to the individual and a description of your authority to act for the individual below.

EXPIRATION OF AUTHORIZATION: THIS AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION WILL REMAIN IN EFFECT FOR AS LONG AS MY CLAIM AGAINST GENERAL MOTORS LLC IS PENDING UNLESS IT IS EXPRESSLY REVOKED IN WRITING BY ME AS NOTED ABOVE.

ESIS - General Motors Claims
PO Box 300
M/C 482-C19-B61
Detroit, MI 48265-3000

Claim Number: [REDACTED]
Claims Administrator: Paul Oile

ESIS is the third-party administrator for General Motors LLC.



esis

ESIS
300 Renaissance Center
Mail Code 482 C19 B61
Detroit, MI 48265

313-665-3396 tel
313-665-0911 fax
www.esis.com

Paul Olle
Claims Administrator

January 4, 2010

HILTON HEALTH CARE
279 EAST AVE
HILTON, NY 14468

SCANNED

RE: Our File No.: [REDACTED]
Our Client: General Motors LLC
Patient Name: [REDACTED]
Date/Event: 09/20/2009
Date of Birth: 04/15/1983

Dear Records:

ESIS is the third party administrator handling claims on behalf of General Motors LLC.

Please provide me with a complete copy of the above-referenced patient's medical records and medical bills.

Enclosed please find the *Authorization for Use and/or Disclosure of Confidential Medical Information* form for your file. If there is a copying charge for these records, please forward the records along with your invoice and your Tax Identification Number.

Thank you for your cooperation.

Sincerely,

Paul Olle
Claims Administrator

Enclosure

RECEIVED

JAN 20 2010

ESIS-GM CLAIMS UNIT



HILTON HEALTH CARE, P.C.
FAMILY PHYSICIANS

279 EAST AVENUE • HILTON, NEW YORK 14468 • (585) 352-8100 • FAX: (585) 352-6292

www.hiltonhealthcare.com

ROBERT E. BLACKBURN, M.D. A.S.F.P.
BENSON L. ZOGHLIN, M.D. A.S.F.P.

MARK L. SARNOV, M.D. A.S.F.P.
DENNIS GOLDSMITH, RPA-C
STEPHANIE L. TARBELL, RPA-C

ERICA CEDERSTROM, M.D. A.S.F.P.
SUZANNE BRENDZE, M.D. A.S.F.P.

CERTIFICATION OF MEDICAL RECORDS

Patient's Name: 

Date of Birth: 4/15/83

I, Gretena Attane, employed with Hilton Health Care, P.C.
do hereby certify that the attached medical record is a true and exact copy of the
patient's original record of treatment pertaining to health issues at Hilton Health Care,
P.C.

I further certify that this record was made in the regular course of business of this
institution and that it is the regular course of business to make such a record at the time of
the condition, act, transaction, occurrence, or event or within a reasonable time thereafter.

1/15/10
Date

Gretena Attane
Signature
Gretena Attane
Name
Medical Secretary
Title

HILTON HEALTH CARE, P.C.
279 EAST AVE
HILTON, NY 14468-1333

Date: June 24, 2008

Name: [REDACTED]

D.O.B. 04/15/1983

CC: Patient presents for lump.

S: HPI: cc lesion developed last month; now painful and bleeding.

O: Vital Signs: Wt: 151lb Pulse: 69 BP: 133/64

Exam:

Const: . (Appearance)

Skin- 8mm annular bleeding cystic mass R volar forearm.

Meds:

Allergies: NKDANKDA

A:

Assessment #1: 706.8 Sebaceous Gland Diseases Other Spec

Plan for #1:

Referral Old : Risolo, MD

Seen By:

DENNIS GOLDSMITH, R.P.A.-C.

D. Goldsmith RPA-C

06/24/2008 2:56 pm

12/3/08

S: Presents for evaluation of acute onset of neck pain which started yesterday am. He slept normally and on his way to work, he noticed some discomfort in the rt upper chest and in the neck. This got progressively worse. He tried taking some Naproxen w/o much relief. By the end of the day the sx were fairly severe. He had no recent fever or other illness, no sore throat. He is not taking any prescription medication. He works as an armored truck attendant delivering money. The heaviest lifting is a 36 pound box of quarters which he has not found particularly strenuous in the past. He uses a hand truck to carry this into his locations, so he doesn't really have to carry it very far.

O: On exam, he has a moderate tilt of the head to the rt. He cannot bring the head into neutral position w/o discomfort that seems to localize to the base of the neck on the lt side, and also provoke some more discomfort in the rt anterior chest. He has limited flexion, extension, and rotations of the cervical spine as well. Palpation of the c-spine was nontender, but he was tender in the upper fibers of the trapezius and the cervical strap muscles on the lt side. The rt anterior chest was not tender to palpation. He has nl strength in the rt upper extremity and nl reflexes at the biceps and triceps. TM's are nl, oropharynx reveals moderate tonsillar enlargement, but no erythema or exudate.

A: Torticollis, most likely related to cervical spasm, though cervical disc herniation is still a possibility.

P: Recommend continuing Naproxen 2 pills bid w/food, Cyclobenzaprine 10 mg tablets, 1 tid for the next couple days, then he can reduce it as tolerated. He can continue applications of moist heat and gentle stretching. Due to the limited ROM of his neck and the level of pain, he is not able to function in his usual work capacity. Note written for leave from work, at least until Monday.

Benson Zoghlin, M.D./clc

Benson Zoghlin MD

12/18/2008

Subjective

CC: Patient presents for an injury; pt lost control of power steering on his car and pt had to use manual strength to turn car off road. Pt is now c/o muscular pain and stiffness to neck on right side and right shoulder.

HPI: Injury/trauma. Injury type: a muscle injury. Date of Injury: 9/20/09 In evening neck Occurred due to overstretching. Pain is rated as moderate currently. Has not experienced any change in sensation. No limitation of movement. No noise with injury. Accident was not work related.

ROS:

Const: Denies constitutional symptoms. General health stated as good.

CV: Denies cardiovascular symptoms.

Neuro: Denies dizziness, headache, head injury, paresthesia, numbness and weakness.

Hema/Lymph: Reports easy bleeding and easy bruising.

Current Meds: Cyclobenzaprine HCL 10 mg

Allergies: NKDA

Objective

Wt: 149lb **Ht:** 70" 5'10" **BMI:** 21.4 **Pulse:** 81 **BP:** 143/83 **T:** 99.1

Exam:

Const: Appears healthy and well developed. Weighs within the normal range. No signs of acute distress present. Communicates normally using speech.

Resp: Inspection of chest reveals AP less than transverse diameter, symmetrical thorax and normal musculature. Chest expansion is adequate bilaterally and symmetric. Respiration rate is normal.

Percuss normal tones. Clear to auscultation.

CV: No lifts or thrills; PMI is not displaced. Rate is regular. Rhythm is regular. S1 is normal.

S2 is normal. No extra sounds. No heart murmur appreciated.

Musculo: Walks with a normal gait; pt c/o pain to right posterior shoulder and pain to right anterior chest with flexion and extension. Pt describes pain as a dull ache.

Neuro: Sensation intact to light touch. Neurovascular status: Intact.

Psych: Mood is normal. Affect is normal.

Assessment #1: 723.5 Torticollis Unspec

Plan:

Comments : Apply heat, take Ibuprofen for pain,

Refer to Chiropractor for muscle pain

Med Current : Ibuprofen 600 mg
take 1 tab po every 6 hours with food
Cyclobenzaprine 10 mg 1 tab po tid

Med New : Ibuprofen 600 mg
take 1 tab po every 6 hours with food
Cyclobenzaprine 10 mg 1 tab po tid

Follow Up : as needed

Seen by:

Kathleen Exter FNP

10/06/2009 3:26 pm

Brockport, NY

HILTON HEALTH CARE, P.C.
 279 EAST AVE
 HILTON, NY 14468-1333
 (585)-392-9100

LAST PER PD: \$40.00 on 09/21/09

LAST BIL: 00/00/00	CURRENT	30	60	90	120+	YTD MCHG:	\$0.00	INS# 18 = UNITED HEALTHCARE UPSTA
TTL BAL: \$0.00	0.00	0.00	0.00	0.00	0.00	YTD PPAY:	\$0.00	Cov: (*None, *Some)
ASIGN'D :	\$0.00	0.00	0.00	0.00	0.00	YTD OPAY:	\$0.00	DR # - NAME I.D. #
COLL (Z):	\$0.00	0.00	0.00	0.00	0.00			28-BRENDZE, SUZA 16-1155297
WC/NP(W):	\$0.00	0.00	0.00	0.00	0.00			32-EXTER, KATHER 16-1155297
PERS (*):	\$0.00	0.00	0.00	0.00	0.00			5-ZOGHLIN, BENSO 16-1155297
								4-GOLDSMITH, DEN 16-1155297

RECORD#	FROM/TO DATES	PATIENT	CPT/HCPCS DESC	PER SCH	DIAG #1	DIAG #2	DIAG #3	L D	I A CLAIM	CHARGES	RECEIPTS	PER CHO BALANCE
2279639H	06/24/08	KYLE	OV NEW PT BRIEF	99202	706.8			1 4	18 Y	\$79.20		
2279640H	07/22/08	KYLE	UNITED HEALT(CK#1009553654) PAYMENT					1 4	18 Y		\$35.56	
2279641H	07/22/08	KYLE	ACCEPT ASSIG ADJUSTMENT					1 4	18 Y	\$-2.64		
2279642H	06/24/08	KYLE	CHECK-PERSONAL(CK#303) PAYMENT					1 4	N N		\$40.00	\$0.00
2351545H	12/03/08	KYLE	Ov Intermediate	99213	723.5			1 5	18 Y	\$76.35		
2351546H	12/23/08	KYLE	UNITED HEALT(CK#1016770432) PAYMENT					1 5	18 Y		\$21.75	
2351547H	12/23/08	KYLE	ACCEPT ASSIG ADJUSTMENT					1 5	18 Y	\$-14.60		
2351548H	12/03/08	KYLE	CREDIT CARD(CK#02576a) PAYMENT					1 5	N N		\$40.00	\$0.00
2478513H	09/21/09	KYLE	Ov Intermediate	99213	723.5			1 32	18 Y	\$78.09		
2478514H	10/13/09	KYLE	UNITED HEALT(CK#1026448922) PAYMENT					1 32	18 Y		\$21.75	
2478515H	10/13/09	KYLE	ACCEPT ASSIG ADJUSTMENT					1 32	18 Y	\$-16.34		
2478516H	09/21/09	KYLE	CREDIT CARD(CK#V03530A) PAYMENT					1 32	N N		\$40.00	\$0.00
2509635H	11/11/09	KYLE	Immunization Admin	90471	V04.81			1 28	18 Y	\$35.22		
2509636H	12/07/09	KYLE	UNITED HEALT(CK#1028032212) PAYMENT					1 28	18 Y		\$9.04	
2509637H	12/07/09	KYLE	ACCEPT ASSIG ADJUSTMENT					1 28	18 Y	\$-16.10		\$0.00
2509638H	11/11/09	KYLE	Flu Vaccine, FLULAV	90658	V04.81			1 28	18 Y	\$13.74		
2509639H	12/07/09	KYLE	UNITED HEALT(CK#1028032212) PAYMENT					1 28	18 Y		\$13.74	\$0.00

GROSS CHARGES: \$271.60
 TOTAL ADJUSTS: -49.76
 TOTAL BALANCE: \$221.84 221.84 0.00
 ASSIGNED BALANCE: \$0.00
 COLLECT BALANCE: \$0.00
 WCOMP/NP BALANCE: \$0.00
 PERSONAL BALANCE: \$0.00
 VISIT COUNT: 4

SIGNATURE:

PLEASE NOTE: FOLD AT " " MARKS FOR STANDARD \$10 WINDOW ENVELOPE.

THE ABOVE INFORMATION REFLECTS ONE ACCOUNT MEMBER ONLY, "KYLE"

FAMILY PRACTICE

HILTON HEALTH CARE, P.C.

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KATHERINE S. EXTER, F.N.P.C.

279 East Avenue
Hilton, N.Y. 14468
(585) 392-9100

DR. NO. 32	APPT. DATE 11/15/10	APPT. ME						
CURRENT BALANCE	30 DAYS	60 DAYS	90 DAYS	120 + DAYS	TOTAL BALANCE	INS. PAYMENTS PENDING TO M.D.	PRIOR PATIENT BALANCE	
PATIENT NAME			R	DATE OF BIRTH 4/15/83	PHONE NO.	T		
ACCOUNT NO.			CITY	STATE	ZIP	CASH	CK	
SPECIAL INSTRUCTIONS: FBI						+ TOTAL CHARGE 2.25		
						- PAYMENT		
						= NEW BALANCE		

COPAY \$	CODE	FEE	LABS	CODE	FEE	IMMUN. / INJECTIONS	CODE	FEE
COPAY NONPAYMENT FEE:\$			PHLEBOTOMY	36415		IMMUN ADMINISTRATION (EACH) 1ST	90471	
NEW PATIENT OFFICE VISITS			HEMATOCRIT	85014		IMMUN ADMINISTRATION (EACH) 2ND	90472	
PROBLEM FOCUSED LOW COMPLEXITY	99201		CBC	85025		DTaP	90700	
EXP PROBLEM FOCUSED LOW COMPLEXITY	99202		ESR	85651		GARDASIL	90549	
DETAILED LOW COMPLEXITY	99203		MONO TEST	86308		INFLUENZA	90558	
COMPREHENSIVE MOD. COMPLEXITY	99204		GLUCOSE	82947		HEP A	90532	
COMPREHENSIVE HIGH COMPLEXITY	99205		MANTOUX / PPD	86580		HEP B CHILD	90744	
ESTABLISHED PATIENT OFFICE VISIT			RAPID STREP TEST	87880		ADULT	90746	
PROBLEM FOCUSED LOW COMPLEXITY	99211		HEMOCCULT / STOOL BLOOD	82272		Hib / HepB	90748	
EXP PROBLEM FOCUSED LOW COMPLEXITY	99212		HCG, urine test	84703		IPV	90713	
DETAILED LOW COMPLEXITY	99213		URINALYSIS W/MICRO	81000		Menactra (Meningococcal Conjugate)	90734	
COMPREHENSIVE MOD. COMPLEXITY	99214		URINALYSIS (DIP ONLY)	81002		MMR	90707	
COMPREHENSIVE HIGH COMPLEXITY	99215		WET PREP	87210		Pentacel	90698	
NEW PATIENT PHYSICAL			KOH	87220		PNEUMOVAX-PNEUMOCOCCAL POLYSA	90732	
PREVENTIVE VISIT < 1 YEAR	99381					PREVNAR-PNEUMOCOCCAL CONJUGATE	90669	
PREVENTIVE VISIT 1 - 4 YEARS	99382		SURGERY			Td	90718	
PREVENTIVE VISIT 5 - 11 YEARS	99383		I & D OF CYST SIMPLE	10060		Tdap (Adacel/Boostrix)	90715	
PREVENTIVE VISIT 12 - 17 YEARS	99384		I & D OF CYST COMPLICATED	10061		VARICELLA	90716	
PREVENTIVE VISIT 18 - 39 YEARS	99385		REMOVAL OF FOREIGN BODY			Zostavax	90736	
PREVENTIVE VISIT 40 - 64 YEARS	99386		EXCISION LESION: _____			ALLERGY INJECTION: SINGLE INJ.	95115	
PREVENTIVE VISIT > 65 YEARS	99387		LOCATION / SIZE: _____			MULTIPLE INJ.	95117	
ESTABLISHED PATIENT PHYSICAL			SHAVING LESION: _____			INJ. THERAPEUTIC / DIAGNOSTIC	96372	
PREVENTIVE VISIT < 1 YEAR	99391		LOCATION / SIZE: _____			SPECIFY: _____		
PREVENTIVE VISIT 1 - 4 YEARS	99392		PUNCH BIOPSY					
PREVENTIVE VISIT 5 - 11 YEARS	99393		CRYO / CAUTERY			INJ. TRIGGER POINT/TENDON		
PREVENTIVE VISIT 12 - 17 YEARS	99394		Destruction Premalignant lesion	17000		LOC: _____ MED: _____		
PREVENTIVE VISIT 18 - 39 YEARS	99395		Dest. Premalignant lesion each addit	17003				
PREVENTIVE VISIT 40 - 64 YEARS	99396		Destro/removal benign lesions	17110		INJ. JOINT/BURSA		
PREVENTIVE VISIT > 65 YEARS	99397					LOC: _____ Med: _____		
COLLEGE CPE	90622		LACERATION: SIMPLE / COMPLICATED			NEBULIZER / MED	94640	
PRE OP PHYSICAL/CONSULT			SIZE / LOCATION: _____			Spirometry / Pulmonary Function	94010	
(needs level of care)						EAR WAX REMOVAL (Curette)	89210	
			SUTURE REMOVAL					
ANNUAL GYN EXAM	90612		LOCATION: _____ WHEN: _____			EKG 12 LEAD W/INTERPRETATION	93000	
PELVIC / BREAST EXAM	90101							
OBTAINING CERVICAL SMEAR	90091		FLEXIBLE SIGMOIDOSCOPY	45330		CARDIOVASCULAR STRESS TEST	93015	
			FRACTURE CARE					
MEDICAL REPORTS	BMR							
			APPLIANCES					

OTHER DIAGNOSIS			OTHER PROCEDURES				
DR'S INSTRUCTIONS - NEXT VISIT			NEXT APPOINTMENT				
RETURN IN _____ DAYS _____ WEEKS _____ MONTHS			DATE _____ TIME _____ AM PM				
INSURANCE CO. 1		INSURANCE CO. 2		INS. POLICY NO. 1		INS. POLICY NO. 2	
PRACTICE ID NO.		DOCTOR ID NO.		DR. PROVIDER NO. - INS. 1		DR. PROVIDER NO. - INS. 2	
16-1155297							
MEDICAID NO.		MEDICARE NO.					

DR'S SIGN. _____
PLEASE SAVE FOR INSURANCE AND INCOME TAX PURPOSES

I AUTHORIZE PAYMENT OF MEDICAL BENEFITS TO UNDERSIGNED PHYSICIAN OR SUPPLIER FOR SERVICE DESCRIBED BELOW.

(X)
SIGNED (INSURED OR AUTHORIZED PERSON)

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No. 71-762020867	Ref No.	Goodwill No Goodwill Offered	BRC Type PAR
Account	Site	GW SubType	Bus. Unit BRC
Last Name	First Name	Approval Not Initiated	Area PAR
Daytime #	Evening #	UCC Steering - Power Steering Pump /	Sub-Area Initiate PAR- Collision
Address	City Philadelphia	Involved Dir Granite Run Pontiac-Buick-GMC,	Safety Yes
State PA ZipCd	Con Acct	Source Phone	Updated 9/30/2009 04:21:54 PM
Serial #/VIN 1G1AK12F957	Model Year 2005	Priority Medium License # CHEVROL	Owner FABIANDR
Make Chevrolet	Warr. Start 03/21/2005	Status Open	Opened 9/29/2009 05:16:57 PM
Model Cobalt	Mileage 29000	Sub-Status Dissatisfied	Closed
Abstract Steering - 05 Chevrolet Cobalt			
Customer Description This is a BRC - PAR case /do not assume /Forward all inquiries to Brandy Fabian ext. 31065			

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries - # Other Veh	# People In Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	8/19/2009 01:30:57 PM	Y	0	2 Asphalt	Dry	N/A	N/A
Driver Last Name	Driver First Name	Height	DOB	Disabilities			
		5'7"	11/27/1981	N/A			
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency				
N/A	N/A		Erie Insurance.				
Incident Loc	76 HWY, Philadelphia, PA	Incident Desc	6 weeks ago the veh locked up so the steering wheel locked and the car went out of control, cust went off the bank and the DIC was despiteing power steering on, she and her fiancney were in the veh and she is experiencing back pain now				
Component	Power Steering Pump	Damage Desc	the mirror on the driver side broke and there was damage on the right side of the veh				
Vehicle Loc	1056 E BALTIMORE PIKE (DLR)	Addl Info	Steering				
Emgcy Svc Names	N/A	Maint Loc	No maint at gm dlr				

PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	n/a
Vehicle Speed	30	Weather Condition	Prop Owner	n/a	Property Type	n/a	Prop Est Repair Cost	
Last Service Date		Loc Last Service	Property Location	n/a	Prop Damage Description	n/a	Inspection Date/Time	
Veh Est Repair Cost	\$0.00	Spec Equip Installer	Prop Damage Description	n/a	Inspected By	Inspection Not Performed		
Primary Veh Use	Personal	Inspection Type	Steering and Suspension Sys		Explain Other	Steering		
Veh Damage Description	fit and damage							

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
		1/27/81	Occupant of Owner's Vehicle		Driver	Seat Belt
Injury Description		Medical Rpt#	Treatment Location	Hospital Of The family		Treated By
Is having back pains and head aques after the collision		N/A				Dr. Robert Herman
Street Address		City	State			
		Philadelphia	PA			

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 10:48:34 AM	GARCIAJR	ESISBIQU	Escalation	ESIS - Injuries	In Progress		Injures - ESIS
Contact Last Name		Contact First Name	Account	BAC Code			

Comments
Danielle Fletcher - Is having back pains and head aques after the collision

Joe g/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 04:44:50 PM	FABIANBR	GARCIAJR	Escalation		Done	9/30/2009 04:53:23 PM	took escalation call
Contact Last Name		Contact First Name	Account	BAC Code			

Comments
Cust stated she needs a rental veh.

Crm apologized, stated GM does not provide rental veh for this situation. Crm advised that file was being escalated to central claims, they would fu w/cust w/in 7-10 business days.

Cust stated she will contact her lawyer.

Crm made sure that cust had ocrs cl info.

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 04:43:53 PM	FABIANBR	FABIANBR	Inbound Call Customer	Complex Request	Done	9/30/2009 04:52:02 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

want car fixed adn the rental paid

- getting
- i suffered injuries
- due to the injuries you will be getting sued -
- not willing to pay for rental
- lawyer will contact you
- can I speak to supervisor

crs sts:
-do apologize but at this time we will not be covering rental
-adv cust that a rental would need to be sought with the esls dept
-we do not generally cover rentals
pls hold for 2-3 min

brandyfabian.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 04:29:40 PM	KINZERTH	GARCIAJR	Notify CRM		Done	10/1/2009 10:48:33 AM	ESIS - Injuries
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 04:27:50 PM	FABIANBR	FABIANBR	Scheduled Follow-up		Scheduled Alarm		
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Check esls pick up

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Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 04:27:31 PM	FABIANBR	KINZERTH	BRC PAR	ESIS- Injuries	Done	9/30/2009 04:29:39 PM	ESIS- Injuries
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

ESIS- Injuries

Escalating because customer experienced injuries and seeked medical attention.

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 04:26:00 PM	FABIANBR	FABIANBR	BRC PAR	ESIS- Injuries	Done	9/30/2009 04:27:29 PM	ESIS- Injuries
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

ESIS- Injuries

Escalating because customer experienced injuries and seeked medical attention.

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 04:21:54 PM	FABIANBR	FABIANBR	Ownership Changed	Ownership Escalated to BRC	Done	9/30/2009 04:21:54 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 04:05:09 PM	FABIANBR	FABIANBR	Outbound Call Dealer	Made Contact	Done	9/30/2009 04:17:19 PM	Susan Svc Mgr GRANITE RUN PONTIAC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Susan Svc Mgr GRANITE RUN PONTIAC-BUICK-GMC, INC. 1056 E BALTIMORE PIKE MEDIA PA 19063-5137 610-568-1991

crs sts: thank you for returning my call, I was calling for svc history -

dir sts:
Susan
-no other history
bought used in January @ 19000
-6 weeks steering ept coming on DIC - she lost control of vehicle
-DVM - look at it for steering issue - problem with steering and cover everything - no message in DIC everything is working - DVM came up here and test drove vehicle - the light came on and power steering locked up and she was having a problem - call zone rep and ask how to handle
-she is in a rental vehicle - we are not covering a rental, what if they deny the claim

crs sts:
-she is seeking medical attention - due to serious injuries sustained I am escalating the case to our central claims dept 7-10 business days

brandyfabian.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 03:26:59 PM	FABIANBR	FABIANBR	Outbound Call Customer	Made Contact	Done	9/30/2009 03:40:34 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

cust sts:
-76 Hwy going speed limit about 30 mph car zig zag and damage was caused and impacted the embankment and caused damage-
-Frt end of the vehicle has damage3c

crs sts: at this time I will be escalating case to our central claims dept due to the injuries sustained - 7-10 business days

brandyfabian.par.atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 03:24:01 PM	FABIANBR	FABIANBR	Inbound Call Customer	Voice Mail Received	Done	9/30/2009 03:24:15 PM	VM
Contact Last Name		Contact First Name	Account		BAC Code		

Comments

return your call and definatly wanted to finish answering your questions

brandyfabian.par.abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 09:33:53 AM	KINZERTH	FABIANBR	Ownership Changed		Done	9/30/2009 09:33:53 AM	Service Request Ownership has changed FROM: ROSENZEI TO: FABIANBR
Contact Last Name		Contact First Name	Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 09:33:16 AM	KINZERTH	FABIANBR	BRC PAR	Initial Contact-AVM	Done	9/30/2009 03:25:47 PM	Called Joseph Joe Wilson
Contact Last Name		Contact First Name	Account		BAC Code		

Comments

Joseph Joe Wilson

Node: 914055

Mailbox: 8131

crs sts: My name is Brandy Fabian with the Product Allegation Dept with GM. My Service Request number is _____. The Customer's name is _____. Their telephone number is _____. The dealership involved is _____. The Vehicle involved is a Year, Make and Model with approximately _____ miles. -The customer is alleging _____ Concern _____. You do not need to respond to this message unless you have any comments concerns or questions.. pls contact me at 866-790-5600 x 31065

brandyfabian.par.atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 09:33:07 AM	KINZERTH	FABIANBR	BRC PAR	Initial Contact- Dealer	Done	9/30/2009 03:38:55 PM	Called Susan Svc Mgr GRANITE RUN PONTIAC
Contact Last Name	Contact First Name	Account	BAC Code				

toporowm

Susan Svc Mgr GRANITE RUN PONTIAC-BUICK-GMC, INC. 1056 E BALTIMORE PIKE MEDIA PA 19063-5137 610-668-1991

crs sts: I Was calling in regards to svc history, I understand the vehicle is in your facility, I am calling for as much info for the vehicle that you can give me. pls return my call as soon as you can at 866-790-5600 x 31065

dirs sts: LER MESSAGE

brandyfabian.par.etc

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 09:32:58 AM	KINZERTH	FABIANBR	BRC PAR	Initial Contact- Phone	Done	9/30/2009 03:19:55 PM	Called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

crs sts: I was calling to get some additional info. do you have 10 -15 min

cust sts:

-I am in an appt

-Mid MOnth not that date - can't recall exact day

-76 Hwy going speed limit about 30 mph car zig zag and damage was caused -

-they are trying to take me at this time do you have more questions

crs sts: I do have more questions, if you could please return my call to finish and we will go from there

brandyfabian.par.etc

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 09:32:47 AM	KINZERTH	FABIANBR	BRC PAR	Acknowledgement	Done	9/30/2009 03:19:48 PM	Called

Contact Last Name: Contact First Name: Account: BAC Code:

Comments:

crs sts: I was calling to get some additional info. do you have 10 -15 min

cust sts:

-I am in an appt

-Mid Month not that date - can't recall exact day

-76 Hwy going speed limit about 30 mph car zig zag and damage was caused -

-they are trying to take me at this time do you have more questions

crs sts: I do have more questions, if you could please return my call to finish and we will go from there

brandyfabian.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 09:32:37 AM	KINZERTH	FABIANBR	Notify CRM		Done	9/30/2009 04:21:19 PM	File Assigned

Contact Last Name: Contact First Name: Account: BAC Code:

Comments:

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 09:32:29 AM	KINZERTH	FABIANBR	Research		Done	9/30/2009 04:25:54 PM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

CRS researched VIN:

no related claim history

no previous related SR's

no open recalls

brandyfabian.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 09:32:11 AM	KINZERTH	FABIANBR	BRC PAR	Case Assigned	Done	9/30/2009 04:21:15 PM	Assigned to Brandy Fabian x31065
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 09:32:03 AM	KINZERTH	ROSENZEI	SR Opened		Done	9/30/2009 09:32:04 AM	SR in Status of Closed has been Re-Opened by KINZERTH
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/30/2009 09:32:02 AM	KINZERTH	ROSENZEI	SR Closed - Satisfied		Done	9/30/2009 09:32:02 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/29/2009 06:00:55 PM	ROSENZEI	KINZERTH	Escalation	Initiate PAR	Done	9/30/2009 09:31:57 AM	Assigning activity to PAR QUEUE
		Account	BAC Code				

Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days

David Green / BA / CAC T1 Lvl 1

Received and assigned in PAR
Thaddeus Kinzer/ PAR Workflow/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/29/2009 05:22:03 PM	ROSENZEI	ROSENZEI	Inbound Call Customer	Complex Request	Done	9/29/2009 06:00:53 PM	Alleged product allegation collision
Customer Contact			Name	Account	BAC Code		

Comments

cust sts:
-6 weeks ago the veh locked up so the steering wheel locked and the car went out of control, cust went off the bank and the DIC was despleing power steering on, she and her fiancay were in the veh and she is explriencing back pain now
-cust tryed to drive off but the rim was wobbling so fiancle put a speler tire on the veh becaouse the rim was bent on the front driver side
-the miror on the driver side broke and there was damage on the right side of the veh
-the cust drove the veh again after that and the power steering will lock on cust for various more times
-was able to take the veh to a indep. mecaninc which sts that there is something wrong with the chlp
-after having the mecanic looket at the veh and adv that this is a commoen issue with the veh she took the veh to a gm dir

cust sks:

-get gm involved

CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC

David Green / BA / CAC T1 Lvl 1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M30	Inoperative	Steering - Power Steering Pump / Brackets

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AK12F957: [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	IAK37 -2005 COBALT 2-DOOR COUPE			Warranty Start Date :	03/21/2005		
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	ROTHROCK CHEVROLET, INC. PO BOX 309 SPRINGFIELD , PA 19064-0309 (610) 544-7300			Selling Source :	13 - CHEVROLET		
				Site Code :	15030		
				Business Associate Code :	113788		
Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05034	A/C SYSTEM WIRING OR DUAL STAGE AIRBAG MODULE WIRING	N/A	Closed
RC	06217	HEAD IMPACT PROTECTION	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	03/21/2005	115 miles	03/21/2008	36115 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	03/21/2005	115 miles	03/21/2011	100115 miles
12/12000 GM CERTIFIED USED LIMITED WARRANTY	03/23/2009	19684 miles	03/23/2010	31684 miles
60/100000 GM CERTIFIED USED POWERTRAIN LIMITED WARRANTY	03/21/2005	115 miles	03/21/2010	100115 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/21/2005	115 miles	03/21/2013	80115 miles

84/70000 CALIFORNIA SELECT COMPONENT	03/21/2005	115 miles	03/21/2012	70115 miles
36/50000 CALIFORNIA EMISSIONS	03/21/2005	115 miles	03/21/2008	50115 miles
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	03/21/2005	115 miles	03/21/2010	60115 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
12/29/2007	159179	#	V1556 - 06217 - INSTALL ENERGY ABSORBING DEVICE	14476 miles
05/24/2005	124438	#	V1362 - 05034 - INSTALL A/C JUMPER HARNESS	1060 miles
02/28/2005	A76523	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AK12F957
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CLAIM HISTORY

Repair Order Date :		12/29/2007		Repair Order Number :		159179		Odometer Reading :		14476 miles	
Serviced By :		ROTHROCK CHEVROLET, INC. PO BOX 309 SPRINGFIELD, PA 19064-0309 (610) 544-7300				Selling Source :		13 - CHEVROLET			
						Site Code :		15030			
						Business Associate Code :		113788			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
03/04/2008	879	01	#	V1556 - 06217 - INSTALL ENERGY ABSORBING DEVICE		25844441 - ABSORBER		N/A	N/A	\$ 64.55	N

Repair Order Date :		05/24/2005		Repair Order Number :		124438		Odometer Reading :		1060 miles	
Serviced By :		ROTHROCK CHEVROLET, INC. PO BOX 309 SPRINGFIELD, PA 19064-0309 (610) 544-7300				Selling Source :		13 - CHEVROLET			
						Site Code :		15030			
						Business Associate Code :		113788			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/27/2005	590	01	#	V1362 - 05034 - INSTALL A/C JUMPER HARNESS		15785514 - HARNESS		N/A	N/A	\$ 29.99	N

Repair Order Date :		02/28/2005		Repair Order Number :		A76523		Odometer Reading :		0 miles	
Serviced By :		GLOBAL AUTO MALL PO BOX 1305 PLAINFIELD, NJ 07061-1305 (908) 757-4000				Selling Source :		13 - CHEVROLET			
						Site Code :		02273			
						Business Associate Code :		111225			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
				Z7000 - PRE-							

03/04/2005	566	01	I	DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 100.73	N
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CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System

Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN	1G1AK12F957 [REDACTED]
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VEHICLE BUILD

Merchandising Model :	1AK37 -2005 COBALT 2-DOOR COUPE		
Gross Vehicle Weight Rating :	1685 kg (3715 lb)	Order Number :	HWDT55
Build Date :	02/28/2005	Build Plant :	157A

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AR9 - DELUXE FRONT BUCKET SEAT
AU0 - KEYLESS REMOTE DOOR LOCK	AU3 - POWER DOOR LOCK SYSTEM
C67 - ELECT. FRONT AIR CONDITIONER	DC8
DT4 - ASHTRAY AND LIGHTER	FE1 - SUSPENSION SYSTEM-SOFT RIDE
FY1 - TRANS/AXLE 3.63 RATIO	IPB - INTERIOR TRIM DESIGN
J41 - POWER DISC FRONT BRAKES	K34 - CRUISE CONTROL
K64 - 115 AMP GENERATOR	LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO
L61 - 2.2L DOHC 4 CYL ENGINE	MN5 - 4 SPEED AUTO TRANSMISSION
MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE	NC7 - FEDERAL EMISSIONS OVERRIDE
NE1 - 50-STATE EMISSIONS	NU1 - CALIF EMISSIONS LEV 2
N46 - 4 SPOKE STEERING WHEEL	PG1 - 15" STEEL WHEEL
QTU - P195/60R15 TOURING BW TIRES	R6M - NEW JERSEY SURCHARGE
R9U - GM ACCESS - AUTOBOOK IDENTIFIER	SLM - STOCK ORDERS
UQ4 - BASE SPEAKER SYSTEM	U1C - AM/FM STEREO W/CD AND CLOCK
VK3 - FRONT LICENSE PLATE MOUNT	VM3 - CONSUMER INFORMATION LABEL
V73 - STATEMENT OF VEHICLE CERT.-U.S./CANADA	1SA - BASE PACKAGE
1SZ - OPTION PACKAGE DISCOUNT	14B - GRAY
14I - GRAY	46U - BLUE GRANITE METALLIC

6AR - FRONT SPRING	7AR - FRONT SPRING
8AA - REAR SPRING	9AA - REAR SPRING

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Yvette Young
Claim Administrator

October 8, 2009

[REDACTED]
Philadelphia PA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors Corporation
Date/Event: 8/19/09
Subject vehicle: 2005 Chevrolet Cobalt
VIN: 1G1AK12F957 [REDACTED]

Dear [REDACTED]

ESIS provides administrative claims handling services to General Motors Corporation in connection with product liability claims against GM. They have referred your claim to our office for further handling. In order to perform an investigation into this matter we need the following information:

1. Please provide a copy of the accident report
2. A copy of the emergency room records or medical records for treatment with your doctor

You will be contacted by an investigator for an interview and to photograph the vehicle. Please be available to setup an appointment.

Please be advised that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as there is intent to pursue a claim and/or a cause of action.

The investigation process takes at least 90 days for us to respond to you. Should you have any questions with regards to this letter or your claim, please do not hesitate to contact me directly at (800) 888-0164, Monday through Friday, 8:00 AM to 4:00 PM, EST.

Sincerely,

Yvette Young
Claim Administrator

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Yvette Young
Claim Administrator

November 9, 2009

[REDACTED]
Philadelphia PA [REDACTED]

Re: 2005 Chevrolet Cobalt
File no. 679067

Dear [REDACTED]

ESIS is the third party administrator for General Motors Company. You recently put General Motors Company on notice of a recent accident in which you allege your steering failed.

We would like to perform an investigation into this matter. Our investigator has attempted to contact you several times and was unsuccessful. If you plan to pursue this matter please contact me. If we do not hear from you within 30 days we will close our file inactive.

Please be advised that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as there is intent to pursue a claim and/or a cause of action.

Sincerely,

Yvette Young

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No.	71-762467477	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - Column / Ignition Lock /	Sub-Area	Initiate PAR- Collision
Address		City	West Minister	Involved Dir		Safety	Yes
State	CO ZipCd	Con Acct		Source	Phone	Updated	10/1/2009 05:17:34 PM
Serial #/VIN	1G1AT58H197	Model Year	2009	Priority	Medium License # CHEVROL	Owner	MARQUEMO
Make	Chevrolet	Warr. Start	09/16/2008	Status	Open	Opened	10/1/2009 09:58:02 AM
Model	Cobalt	Mileage	7066	Sub-Status	Dissatisfied	Closed	
Abstract	Collision - Steering - Column / Ignition Lock / Parts						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Monica Marquez at ext.21072 ***						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#				
Fleet Manager	9/28/2009 09:30:00 AM	Y	0	1	Concrete	Dry	n/a	2B093616				
Driver Last Name	Driver First Name	Height	DOB	Disabilities								
unk	unk	unk	11/28/1966	none								
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency									
unk	unk	(800) 324-0704	State Farm Insurance Company									
Incident Loc	westbound on hwy 94 colorado springs, colorado		Incident Desc	the steering system lock up and the car rolled over ?								
Component	steering system		Damage Desc	veh is totaled, completely dmgd all over								
Vehicle Loc	local shop		Add'l Info	n/a								
Emergency Svc Names	Colorado State Patrol		Maint Loc	n/a								

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	none	
Vehicle Speed	65		Weather Condition	clear and sunny		Prop Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service			Property Location	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00		Spec Equip Installer	n/a		Prop Damage Description	n/a		
Primary Veh Use	Business		Inspection Type	Steering and Suspension Sys		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	veh is totaled, completely dmgd all over				Explain Other	being sent to ESIS			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 05:21:09 PM	GARCIAJR	MARQUEMO	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

Contact Last Name	Contact First Name	Account	BAC Code
		Elco Administrative	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 05:20:32 PM	GARCIAJR	ESISBIQU	Escalation	East Brookfield	In Progress		Enterprise Rent-A-Car - CSIS

Contact Last Name	Contact First Name	Account	BAC Code
		Elco Administrative	

Comments

09 Chevrolet Cobalt - Enterprise Rent-A-Car

Joe GIPAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 02:53:28 PM	MARQUEMO	MARQUEMO	Ownership Changed	Ownership Escalated to BRC	Done	10/1/2009 02:53:28 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
		Elco Administrative	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 01:47:53 PM	KINZERTH	MARQUEMO	Ownership Changed		Done	10/1/2009 01:47:53 PM	Service Request Ownership has changed FROM: ZAFRARO TO: MARQUEMO

Contact Last Name	Contact First Name	Account	BAC Code
		Elco Administrative	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 01:47:33 PM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- AVM	Done	10/1/2009 05:10:56 PM	Called
Contact Last Name	Contact First Name		Account		BAC Code		
			Elco Administrative				

Comments
No dir involved - Vehicle is a rental vehicle and repairs are done at ALAMO RENT A CAR - no info in GMVIS to make contact since vehicle is a fleet vehicle.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 01:47:24 PM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- Dealer	Done	10/1/2009 03:00:14 PM	Called
Contact Last Name	Contact First Name		Account		BAC Code		
				Elco Administrative			

Comments
No dir involved - Vehicle is a rental vehicle and repairs are done at ALAMO RENT A CAR - no info in GMVIS to make contact since vehicle is a fleet vehicle.

Monica Marquez/BRCPAR/ATX
x21072

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 01:47:15 PM	KINZERTH	MARQUEMO	BRC PAR	Initial Contact- Phone	Done	10/1/2009 05:20:30 PM	made initial ct w/eco rep
Contact Last Name	Contact First Name		Account		BAC Code		
Elco Administrative							

Comments

Called daytime phone #.

Crm stated calling to f/u w/rep re the product allegation case, understand that veh was involved in a collision where rep is alleging something wrong w/ the steering system.

Rep stated that is correct, renter was going approx 85 mph when the steering wheel locked going to the left. Rep stated the cust managed to swerve to the right, applied the brakes and rolled the veh down a ditch.

Crm verifd pre-par & par detail screen info.

Crm also advised that will need to refer this file to our central claim dept, they will f/u w/cust w/in 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 01:47:08 PM	KINZERTH	MARQUEMO	BRC PAR	Acknowledgement	Done	10/1/2009 05:18:07 PM	acknowledgement made
Contact Last Name	Contact First Name		Account		BAC Code		
Elco Administrative							

see initial ct activity

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 01:46:58 PM	KINZERTH	MARQUEMO	Notify CRM		Done	10/1/2009 05:10:09 PM	File Assigned
Contact Last Name	Contact First Name		Account		BAC Code		
Elco Administrative							

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 01:46:51 PM	KINZERTH	MARQUEMO	Research		Done	10/1/2009 03:00:27 PM	Research VIN
Contact Last Name	Contact First Name		Account		BAC Code		
			Elco Administrative				

Comments
CRS Performed VIN Scan:

GMVIS: Found No Open Recalls

VIN: Found No Duplicate File

SVC History: No Service History Related to Allegation

Monica Marquez/BRC PAR/ATX
X21072

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 01:46:34 PM	KINZERTH	MARQUEMO	BRC PAR	Case Assigned	Done	10/1/2009 02:54:30 PM	Assigned to Monica Marquez x21072
Contact Last Name	Contact First Name		Account		BAC Code		
			Elco Administrative				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 01:46:18 PM	KINZERTH	ZAFRARO	SR Opened		Done	10/1/2009 01:46:18 PM	SR in Status of Closed has been Re-Opened by KINZERTH
Contact Last Name	Contact First Name		Account		BAC Code		
			Elco Administrative				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 01:46:16 PM	KINZERTH	ZAFRARO	SR Closed - Satisfied		Done	10/1/2009 01:46:16 PM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code
		Elco Administrative	

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 10:16:07 AM	ZAFRARO	KINZERTH	Escalation	Initiate PAR	Done	10/1/2009 01:46:11 PM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Romely Zafra / Tier 1/CAC/MAN/Lvl 1 Emp

Received and assigned in PAR
Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 10:02:32 AM	ZAFRARO	ZAFRARO	SmartScript	SmartScript Finished	Done	10/1/2009 10:02:32 AM	CAC SmartScript - Tier 1

Contact Last Name	Contact First Name	Account	BAC Code

The CAC Tier 1 SmartScript was finished by ZAFRARO

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 10:02:32 AM	ZAFRARO	ZAFRARO	SmartScript	SmartScript Decision	Done	10/1/2009 10:16:04 AM	CAC SmartScript - Tier 1 - Decision
Contact Last Name	Contact First Name	Account	BAC Code				

CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC

Romely Zafra / Tier 1/CAC/MAN/Lvl 1 Emp

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 10:00:34 AM	ZAFRARO	ZAFRARO	Inbound Call Customer	Complex Request	Done	10/1/2009 10:14:24 AM	Inbound Call from Customer - SmartScript
Contact Last Name	Contact First Name	Account	BAC Code				

Customer states calling to file claim from the enterprise

Customer seeks incident notification

Romely Zafra / Tier 1/CAC/MAN/Lvl 1 Emp

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2009 09:58:20 AM	ZAFRARO	ZAFRARO	SmartScript	SmartScript Started	Done	10/1/2009 09:58:20 AM	CAC SmartScript - Tier 1
Contact Last Name	Contact First Name	Account	BAC Code				

The CAC Tier 1 SmartScript was started by ZAFRARO

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M41	Inoperative	Steering - Column / Ignition Lock / Parts

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AT58H197 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	1AL69 -2009 COBALT 4-DOOR LT SEDAN			Warranty Start Date :	09/16/2008		
BARS Order Type :	50 - FLEET						
Delivering Dealer :	GO CHEVROLET 7320 N BROADWAY DENVER , CO 80221-3610 (303) 428-5656			Selling Source :	13 - CHEVROLET		
				Site Code :	10980		
				Business Associate Code :	113051		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	09041	SHIFT LEVER INDICATOR MAY NOT DISPLAY CORRECT GEAR	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	09059	REMOTE KEYLESS ENTRY (RKE) TRANSMITTER INOPERATIVE, (TSB 09-08-52-002)	03/10/2009	See Bulletin
EI	09063	RADIO INOPERATIVE OR NO DISPLAY(REF. TSB 09-08-44-005)	03/13/2009	See Bulletin
EI	09110	SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	05/05/2009	See Bulletin
EI	09116	INSUFF A/C COOLING, A/C COMPRESSOR NOISE/REFRIG/OIL LEAK (TSB 09-01-39-006)	05/13/2009	See Bulletin
EI	09140	ENGINE OIL LEAK FROM CRANKSHAFT FRONT OIL SEAL (REF. PIE 0003)	07/15/2009	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer

36/36000 BUMPER TO BUMPER LIMITED WARRANTY	09/16/2008	3 miles	09/16/2011	36003 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/16/2008	3 miles	09/16/2014	100003 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	09/16/2008	3 miles	09/16/2013	100003 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/16/2008	3 miles	09/16/2016	80003 miles
36/36000 FEDERAL EMISSION	09/16/2008	3 miles	09/16/2011	36003 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/12/2009	538698	#	V2064 - 09041 - INSPECT & ENSURE ENGAGEMENT OF TRANSMISSION SHIFT	7723 miles
09/04/2008	A58038	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	IG1AT58H197
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CLAIM HISTORY

Repair Order Date :		03/12/2009		Repair Order Number :		538698		Odometer Reading :		7723 miles	
Serviced By :		ALAMO RENT A CAR 200 S.ANDREWS BLVD. FORT LAUDERDALE, FL 33301-1864				Selling Source :		13 - CHEVROLET			
						Site Code :		97219			
						Business Associate Code :		132764			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
04/03/2009	992	01	#	V2064 - 09041 - INSPECT & ENSURE ENGAGEMENT OF TRANSMISSION SHIFT		N/A	N/A	N/A	\$ 10.61	N	

Repair Order Date :		09/04/2008		Repair Order Number :		A58038		Odometer Reading :		0 miles	
Serviced By :	GO CHEVROLET 7320 N BROADWAY DENVER, CO 80221-3610 (303) 428-5656					Selling Source :		13 - CHEVROLET			
						Site Code :		10980			
						Business Associate Code :		113051			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
09/09/2008	933	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 112.55	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System

Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN	1G1AT58H197
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VEHICLE BUILD

Merchandising Model :	1AL69 -2009 COBALT 4-DOOR LT SEDAN		
Gross Vehicle Weight Rating :	1725 kg (3804 lb)	Order Number :	MXTKKT
Build Date :	09/04/2008	Build Plant :	197A

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AR9 - DELUXE FRONT BUCKET SEAT	ASA - RESTRAINT SYSTEM SEAT, INFLATABLE , DRIVER & PASS FRT, LOW RISK DEPLOYMENT - INFANT ONLY SUPPRESSION
ASF - HEAD CURTAIN SIDE AIRBAGS, FRONT/REAR	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU0 - REMOTE KEYLESS ENTRY	AU3 - POWER DOOR LOCKS W/REMOTE KEYLESS ENTRY
B0S - GM PRODUCTION WEEK #35	B34 - FLOOR MATS, FRONT/REAR
B35 - REAR FLOOR MATS	CIU - ENTERPRISE RENT A CAR
C67 - ELECT. FRONT AIR CONDITIONER	DG7 - BODY COLOR POWER MIRRORS
D36 - MIRROR I/S R/V TILT	FE1 - SUSPENSION SYSTEM-SOFT RIDE
FE9 - 50-STATE EMISSIONS	FLT - FLEET PROCESSING OPTION
FY1 - TRANS/AXLE 3.63 RATIO	IPC - INTERIOR TRIM DESIGN
J41 - BRAKE, FRONT DISC/REAR DRUM	K64 - 115 AMP GENERATOR
LAP - ENGINE, 2.2L DOHC VVT	LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO
MN5 - 4 SPEED AUTO TRANSMISSION	MX0 - 4-SPEED AUTOMATIC TRANSMISSION
NT7 - FEDERAL EMISSION TIER 2	N45 - 3 SPOKE STEERING WHEEL
PG1 - 15" STEEL WHEEL	RPJ - TIRE ALL P195/60R15 SL 87S BW
R6F - IDENTIFY B-CODE USERS	R9N - PROCESSING CODE - SEAT
UE0 - ONSTAR / BLUETOOTH FOR PHONE DELETE	UJ6 - TIRE PRESS INDICATOR
UQ4 - BASE SPEAKER SYSTEM	US8 - AM/FM STEREO, CD PLAYER & MP3 FORMAT

U2J - DELETE XM SATELLITE RADIO	VK3 - FRONT LICENSE PLATE BRACKET
VQ2 - FLEET ORDERING AND ASSISTANCE	VT7 - OWNERS MANUAL ENGLISH
VX7 - LONG TERM DAILY RENTAL PROGRAM	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
ZAE - SPARE TIRE AND WHEEL (REPLACES TIRE SEALANT & INFLATOR KIT)	1LT - 1LT BASE PACKAGE
1SZ - OPTION PACKAGE DISCOUNT	14C - GRAY
14I - GRAY	6AR - FRONT SPRING
7AR - FRONT SPRING	8AA - REAR SPRING
87U - SLATE METALLIC	9AA - REAR SPRING

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ADMINISTRATIVE SERVICES

P.O. Box 350700
WESTMINSTER, CO 80035
Tel: 720-895-1167 • Fax 720-895-1501

October 12, 2009

Paul Alley
General Motors -ESIS
300 Renaissance Center
Mail Code 482C20D71
Detroit, MI 48265-3000

RE: Vehicle: 2009 Chevy Cobalt
VIN: 1G1AT58H197 [REDACTED]
Unit No.: [REDACTED]
Our File No.: [REDACTED]
Your File No.: 72-762467477

Dear Mr. Alley,

Please be advised this office handles claims for Enterprise Leasing Company of Denver (hereinafter "Enterprise").

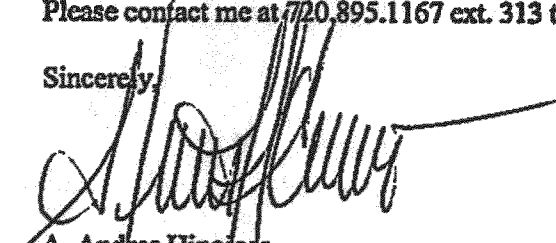
The driver of the above listed vehicle alleged an accident occurred as a result of a mechanical defect involving the steering system. Due to the allegation, this vehicle has been isolated and will remain on hold until October 23, 2009 to allow for an inspection.

It is our intention to have the vehicle inspected on or after October 19, 2009. Please contact me upon receipt of this letter to inform me if you would like to have a representative attend the inspection or if you wish to arrange for your own independent inspection. If you do not contact us by October 23, 2009, we will release the vehicle to Enterprise so they may repair, rent or sell the vehicle as they see fit.

Enterprise reserves all rights of recovery relating to inspection costs, loss of use and storage fees which continue to increase each day the vehicle is held.

Please contact me at 720.895.1167 ext. 313 to discuss this matter further.

Sincerely,


A. Andres Hinojosa
Liability Administrator
Ext. 313

Via Regular and Certified Mail No.: 7006 2760 0005 6740 8631


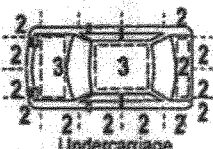
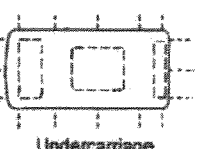
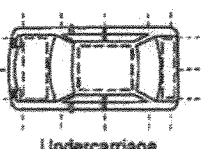
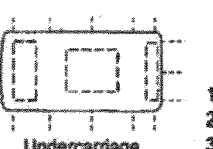
RECEIVED

OCT 19 2009

ESIS-GM CLAIMS UNIT

STATE OF COLORADO TRAFFIC ACCIDENT REPORT

☐ AMENDED/SUPL. ☐ UNDER \$1,000 ☐ COUNTER REPORT ☐ PRIVATE PROPERTY PAGE 1 OF 2 PAGES

A	CORT Code Case # 28093616 Date of Accident 09/29/2009 Time (24 Hr.) 0920 Number Killed 0 Number Injured 0 Date of Report 09/29/2009 Agency Code J18	City Officer Number 5690 Officer Name Mess, Shawn Location Route, Street, Road Co. 34 Latitude Longitude	HWY NUMBER ROAD CODE <input type="checkbox"/> INTERSTATE HWY <input checked="" type="checkbox"/> STATE HWY <input type="checkbox"/> CITY ST/CNTY RD Milepoint 0 9 4 H94 5 9	DOR Code  County El Paso County # 04 Detail 2B Signature At Milepost 6	05 K
B	Investigated @ Scene 1 Total Vehicles 2B District Number 2B Public Property/Photos Taken Employee Railroad Crossing Related Const Zone Highway Bridge Related Interchg. Related	Traffic Unit # 1 <input type="checkbox"/> Veh. <input type="checkbox"/> Parked <input type="checkbox"/> Bicycle <input type="checkbox"/> Pedestrian <input type="checkbox"/> Non-Vehicle <input type="checkbox"/> Non-Contact Veh.	Traffic Unit # 2 <input type="checkbox"/> Veh. <input type="checkbox"/> Parked <input type="checkbox"/> Bicycle <input type="checkbox"/> Pedestrian <input type="checkbox"/> Non-Vehicle <input type="checkbox"/> Non-Contact Veh.	Last Name First MI Street Address City Calhan State CO ZIP Bus. Phone Driver License Number CDL State Sex DOB CO M 11/20/1966	11 M
C	Primary Violation <input type="checkbox"/> DUI Violation Code Citation Number Common Code	Primary Violation <input type="checkbox"/> DUI Violation Code Citation Number Common Code	Year Make Model Body Type 2009 Che Cob SD License Plate Number State or Country Color CO GRY/	Year Make Model Body Type License Plate Number State or Country Color	65 P
D	Vehicle Identification Number 1G1ATS8H197 Vehicle Owner Last Name Same First MI Enterprise Rental Car Address Same City State ZIP 421 N Chilton Road Colorado CO 80909 Towed Due to Damage <input checked="" type="checkbox"/> By: Snowy Mountain Towing to: 20294 Sampson Rd. Peyton, CO 80831	Vehicle Identification Number Vehicle Owner Last Name Same First MI Address Same City State ZIP Towed Due to Damage <input type="checkbox"/> By:	Vehicle Identification Number Vehicle Owner Last Name Same First MI Address Same City State ZIP Towed Due to Damage <input type="checkbox"/> By:	Vehicle Identification Number Vehicle Owner Last Name Same First MI Address Same City State ZIP Towed Due to Damage <input type="checkbox"/> By:	00 Q
E	Trailer VIN#  Undercarriage 1- Slight 2- Moderate 3- Severe	Trailer VIN#  Undercarriage 1- Slight 2- Moderate 3- Severe	Trailer VIN#  Undercarriage 1- Slight 2- Moderate 3- Severe	Trailer VIN#  Undercarriage 1- Slight 2- Moderate 3- Severe	00 Q
F	Insurance Company <input type="checkbox"/> None <input type="checkbox"/> No Proof State Farm Policy Number 0733276F2606F Exp. Date 12/26/2009	Insurance Company <input type="checkbox"/> None <input type="checkbox"/> No Proof Policy Number Exp. Date	Owner Damaged Prop. Last Name First MI Address City State ZIP	Owner Damaged Prop. Last Name First MI Address City State ZIP	00 R
G	T.U. # POS. REST. ENDO SAFETY EQUIP. AIR BAG EJECT SUSPECTED INJ. ALCO DRUG SEV. AGE, SEX NAME/ADDRESS 1 01 00 00 B 01 A 01 A 00 00 00 01 42 M Yeakell, Donald Lyn 3260 Log Road Calhan, CO 80808	T.U. # POS. REST. ENDO SAFETY EQUIP. AIR BAG EJECT SUSPECTED INJ. ALCO DRUG SEV. AGE, SEX NAME/ADDRESS	T.U. # POS. REST. ENDO SAFETY EQUIP. AIR BAG EJECT SUSPECTED INJ. ALCO DRUG SEV. AGE, SEX NAME/ADDRESS	T.U. # POS. REST. ENDO SAFETY EQUIP. AIR BAG EJECT SUSPECTED INJ. ALCO DRUG SEV. AGE, SEX NAME/ADDRESS	05 T

Approved By
Smith, Lloyd

I.D. #
7992

Date
10/01/2009

AA	Case #	DOR CODE	Accident Date	Agency	HH
	2B093516		09/29/2009	Colorado State Patrol	00
AA	Describe Accident				HH
BB	Vehicle #1 was westbound on Co 94. Vehicle #1 swerved into the eastbound lane of Co 94. Vehicle #1 then skidded for 41' as it changed lanes back into the westbound lane. Vehicle #1 then skidded for 51' in the westbound lane rotating clockwise 75 degrees. Vehicle #1 skidded for 28' on the right shoulder and continued to skid off the right side of the road for 50'. Vehicle #1 rolled 1 time for 26'. Vehicle #1 came to rest facing east 20.6' off the right side of the road.				
BB					JJ
CC					00
CC					JJ
CC					JJ
DD					KK
DD					KK
DD					KK
EE					LL
EE					LL
EE					LL
FF					MM
FF					MM
FF					MM
GG					NN
GG	Carrier Name	US DOT <input type="checkbox"/>		ICC <input type="checkbox"/>	State DOT <input type="checkbox"/>
GG	Address	Carrier Identification #			
GG	Carrier Name	US DOT <input type="checkbox"/>		ICC <input type="checkbox"/>	State DOT <input type="checkbox"/>
GG	Address	Carrier Identification #			

TRAFFIC ACCIDENT REPORT

OVERLAY A

A. LOCATION 01. On Roadway 02. Ran Off Left Side 03. Ran Off Right Side 04. Ran Off "T" Intersection 05. Vehicle Crossed Center Median Into Opposing Lanes 06. On Private Property	K. VEHICLE / VEHICLE COMBINATION FMC (Overlay C) Required 01. Vehicle / Vehicle Combination (10,001 lbs. and over) 02. School Bus (all school buses) 03. Non-school Bus (9 occupants or more including driver) in commerce 04. Transit Bus GVWR 10,000 lbs. or Less 05. Passenger Car / Passenger Van 06. Passenger Car / Passenger Van W/ Trailer 07. Pickup Truck / Utility Van 08. Pickup Truck / Utility Van W/Trailer 09. SUV 10. SUV W/Trailer 11. Motor Home 12. Motorcycle 13. Bicycle 14. Motorized Bicycle 15. Farm Equipment 16. Hit & Run Unknown 17. Light Rail 18. Other (Describe in Narrative)
B. HARMFUL EVENT SEQUENCE NON-COLLISION ACCIDENT 01. Overturning 02. Other Non-Collision COLLISION WITH PEDESTRIAN 03. School Age To / From School 04. Pedestrian on Toy Motorized Veh. COLLISION WITH MOTOR VEHICLE IN TRANSPORT 05. All Other Peds 06. Front to Front 07. Front to Rear 08. Front to Side 09. Rear to Side 10. Rear to Rear 11. Side to Side-Same Direction 12. Side to Side-Opposite Direction COLLISION WITH OTHER VEHICLE 13. Parked Motor Vehicle 14. Railway Vehicle/Light Rail 15. Bicycle 16. Road Maintenance Equipment COLLISION WITH ANIMAL 17. Domestic Animal 18. Wild Animal COLLISION WITH OBJECT 19. Light Pole / Utility Pole 20. Traffic Signal Pole 21. Sign 22. Guard Rail 23. Cable Rail 24. Concrete Highway Barrier 25. Bridge Structure 26. Vehicle Debris or Cargo 27. Culvert or Headwall 28. Embankment 29. Curb 30. Delineator Post 31. Fence 32. Tree 33. Large Rocks or Boulder 34. Railroad Crossing Equipment 35. Barricade 36. Wall or Building 37. Crash Cushion / Traffic Barrel 38. Mailbox 39. Other Fixed Object (Specify in Narrative) 40. Other Object (Specify in Narrative)	L. DIRECTION OF TRAVEL – PRIOR TO IMPACT 01. North 02. Northeast 03. East 04. Southeast 05. South 06. Southwest 07. West 08. Northwest
C. APPROACH/OVERTAKING TURN 01. Approach Turn 02. Overtaking Turn 03. Not Applicable	M. VEHICLE MOVEMENT – PRIOR TO IMPACT 01. Going Straight 02. Slowing 03. Stopped in Traffic 04. Making Right Turn 05. Making Left Turn 06. Making U-Turn 07. Passing 08. Backing 09. Entering / Leaving Parked Position 10. Parked 11. Changing Lanes 12. Avoiding Object in Roadway 13. Weaving 14. Spun Out of Control 15. Drove Wrong Way 16. Other (Describe in Narrative)
D. ROAD DESCRIPTION 01. At Intersection 02. Driveway Access Related 03. Intersection Related 04. Non-Intersection 05. Alley Related 06. Roundabout 07. Highway Interchange 08. Parking Lot	N. ROADWAY SPEED LIMIT - Vehicles Only Traffic Unit #1 or _____ Traffic Unit #2 or _____
E. ROAD CONTOUR 01. Straight On-Level 02. Straight On-Grade 03. Curve On-Level 04. Curve On-Grade 05. Hillcrest	P. ESTIMATED VEHICLE SPEED - Vehicles Only Traffic Unit #1 or _____ Traffic Unit #2 or _____
F. ROAD SURFACE 01. Concrete 02. Blacktop 03. Brick or Block 04. Gravel, Slag or Stone 05. Dirt 06. Other (Describe in Narrative) 07. Unknown	Q. DRIVER ACTIONS (Officer Opinion Only) 00. No Action 01. Exceeded Safe/ Posted Speed 02. Impeded Traffic 03. Failed to Yield ROW 04. Disregard Stop Sign 05. Failed to Stop at Signal 06. Disregarded Other Device 07. Improper Turn 08. Turned from Wrong Lane or Position 09. Other Improper Turns 10. Lane Violation 11. Improper Passing on Left 12. Improper Passing on Right 13. Followed Too Closely 14. Improper Backing 15. Signaling Violation 16. Reckless Driving 17. Careless Driving (If used, block R can not be coded "00")
G. ROAD CONDITION 01. Dry 02. Wet 03. Muddy 04. Snowy 05. Icy 06. Slushy 07. Foreign Material 08. Dry W/Visible Icy Road Treatment 09. Wet W/Visible Icy Road Treatment 10. Snowy W/Visible Icy Road Treatment 11. Icy W/Visible Icy Road Treatment 12. Slushy W/Visible Icy Road Treatment	R. DRIVER - MOST APPARENT HUMAN CONTRIBUTING FACTOR (Officer Opinion Only) 00. No Apparent Contributing Factor 01. Asleep at the Wheel 02. Driver Fatigue 03. Illness / Medical 04. Driver Inexperience 05. Aggressive Driving 06. Driver Unfamiliar With Area 07. Driver Emotionally Upset 08. Evading Law Enforcement Officer 09. Physical Disability 10. DUI, DWAI, DUID 11. Distracted / Passenger 12. Distracted / Cell Phone 13. Distracted / Radio 14. Distracted / Other i.e. Food, Objects, Pet, etc. 15. Other Factor (Describe in Narrative)
H. LIGHTING CONDITION 01. Daylight 02. Dawn or Dusk 03. Dark - Lighted 04. Dark - Unlighted	S. BY PEDESTRIAN ACTION (Officer Opinion Only) 01. Cross Against Signal 02. Cross / Enter at Intersection 03. Cross / Enter NOT at Intersection 04. Standing in Roadway 05. Playing in Roadway 06. Soliciting Rides 07. Walking in Roadway in Direction of Traffic 08. Walking in Roadway Against Direction of Traffic 09. Entering / Exiting Vehicle 10. Pushing / Working on Vehicle 11. Lying in Roadway 12. Other (Describe in Narrative)
J. ADVERSE WEATHER CONDITION 00. None 01. Rain 02. Snow / Sleet / Hail 03. Fog 04. Dust 05. Wind	T. VEHICLE DEFECT / CONDITION (Officer Opinion Only) 00. No Vehicle Defects 01. Defective Head Light(s) 02. Defective Brake/Tail Light(s) 03. Defective Signaling Device 04. Brakes Defective/Out of Adjustment 05. Defective Tires 06. Sudden Tire Failure 07. Improper Tires for Conditions 08. Mechanical Failure 09. Obstructed Window(s) 10. Improper Load 11. Spilled Load – Commercial Aggregate 12. Spilled Load – Commercial Non- Aggregate 13. Spilled Load – Other 14. Parking Violation 15. Other Defect(s) (Describe in Narrative)

Traffic Unit #

Position In / On Vehicle

03	06	09	
02	05	08	10/11 12
01	04	07	

14

13

01. Driver
 02-09. Passengers
 10. Other **ENCLOSED** passenger/cargo area
 11. Other **UN-ENCLOSED** passenger/cargo area
 12. Sleeper Section of Truck
 13. Trailer
 14. Riding/Hanging on to Exterior of vehicle or trailer
 15. Pedestrian

Compliance with Driving Restrictions

00. Not Restricted
 01. Complied With Restrictions
 02. Did Not Comply With Restrictions
 03. Compliance With Restrictions Not Known

Compliance with Driving Endorsements

00. No Driving Endorsements
 01. Endorsements Required and Complied With
 02. Endorsements Required and Not Complied With
 03. Endorsements Required and Compliance Not Known

Safety equipment used

SYSTEM

- A. None
 B. Shoulder and Lap Belt
 C. Shoulder belt only
 D. Lap belt only
 E. Child safety restraint
 F. Motorcycle
 G. Bicycle

USE (Restraints & MC Eye Protection)

00. Not used
 01. Properly used
 02. Improperly used
 03. Unknown
 04. Bicycle

HELMET

- A. N/A (Cars/Trucks)
 B. No Helmet
 C. Available, not used
 D. Helmet improperly used
 E. Helmet Properly used

- F. Unknown
 G. Bicycle Helmet

Air Bag

00. Not Equipped
 01. Not Deployed
 02. Deployed at pos. only
 03. Deployed at pos. & others

04. Not deployed at pos.,
 deployed at others
 05. Unknown

- A. None
 B. Front
 C. Side
 D. Curtain
 E. Rear
 F. Multiple

Ejection

00. No
 01. Yes - Partial
 02. Yes - Full
 03. Extricated

Suspected alcohol
(Officer Opinion Only)

00. No
 01. Yes
 02. Unknown

Suspected drugs
(Officer Opinion Only)

00. No
 01. Yes
 02. Unknown

Injury Severity

00. No injury
 01. Complaint of injury
 02. Evident - non-incapacitating
 03. Evident - incapacitating
 04. Fatal

Age Age **MUST BE** in whole Numbers (Under the Age of 1 year Age = 0)

Sex

Name / Address

Name / Address

Traffic Unit #

Position In / On Vehicle

Compliance with Driving Restrictions

Compliance with Driving Endorsements

Safety Equipment Used -System

-Use

-Helmet

Air Bag -Deployment

Air Bag -Type

Ejection

Suspected alcohol (Officers Opinion Only)

Suspected drugs (Officers Opinion Only)

Injury Severity



Age Age **MUST BE** in whole Numbers (Under the Age of 1 year Age = 0)

Sex

Name / Address

FEDERAL MOTOR CARRIER INFORMATION

OVERLAY C

AA. CARRIER TYPE 01. Interstate 02. Intrastate 03. Government Vehicle (10,001lbs. GVWR and over) 04. Not in Commerce (10,001lbs. GVWR and over) (If #4 is chosen, complete <i>only</i> blocks CC, DD, EE, FF, and GG or NN.)	HH. HAZARDOUS MATERIALS Did the vehicle have a hazardous material placard? 00. No 01. Yes								
BB. SOURCE OF NAME 01. Log Book 02. Shipping Papers, Truck, Bus, or Trip Manifest 03. Driver 04. Side of Vehicle	JJ. HAZARDOUS MATERIALS Was hazardous cargo from the placarded truck released? (Do not count fuel from the vehicle fuel tank) 00. No 01. Yes								
CC. GROSS VEHICLE WEIGHT RATING 01. Under 10,001 Pounds 02. 10,001 to 26,000 Pounds 03. 26,001 Pounds and Over	KK. HAZARDOUS MATERIALS Enter the <i>four</i> digit number from the placard. If no number on the placard enter the <i>four</i> digit identification number from the shipping paper(s).  <table border="1" data-bbox="1266 630 1339 724"> <tr> <td colspan="2">KK</td> </tr> <tr> <td>1</td> <td>3</td> </tr> <tr> <td>6</td> <td>9</td> </tr> <tr> <td colspan="2">Sample</td> </tr> </table>	KK		1	3	6	9	Sample	
KK									
1	3								
6	9								
Sample									
DD. TOTAL NUMBER OF AXLES Enter the total number of axles including truck and trailer.	LL. HAZARDOUS MATERIALS Enter the one digit number taken from the bottom of the placard. 								
EE. VEHICLE CONFIGURATION 01. Passenger Car (only if HM placarded) 02. Light Truck (only if HM placarded) 03. Bus/ Limousine 04. Single-unit Truck (2 axles) 05. Single-unit Truck (3 or more axles) 06. Truck and Trailer 07. Truck Tractor (Bobtail) 08. Truck Tractor and Semi-Trailer 09. Truck Tractor and Double Trailers 10. Truck Tractor and Triple Trailers 11. Other (Describe in narrative)	MM. LIQUID HAZARDOUS MATERIALS Enter the amount of bulk liquid cargo at time of accident. 01. 0 to 1,000 gallons 02. 1,001 to 2,000 gallons 03. 2,001 to 3,000 gallons 04. 3,001 to 4,000 gallons 05. 4,001 to 5,000 gallons 06. 5,001 to 6,000 gallons 07. 6,001 to 7,000 gallons 08. 7,001 to 8,000 gallons 09. 8,001 gallons and over								
FF. CARGO BODY TYPE 01. Bus/ Limousine (seats 9-15 occupants including the driver) 02. Bus/Limousine (seats 16 or more occupants including the driver) 03. Van/ Enclosed Box 04. Cargo Tank 05. Flatbed/Pickup 06. Dump Bed 07. Concrete Mixer 08. Auto Transporter 09. Garbage Refuse 10. Grain, Chips, Gravel 11. Pole 12. Intermodal Container 13. Vehicle Towing another Vehicle 14. Fire Apparatus 15. Ambulance 16. No Cargo Body 17. Other (Describe in Narrative)	<table border="1"> <tr> <td data-bbox="110 1493 267 1942"> GG. Block AA Top </td> <td data-bbox="267 1493 1339 1942"> SEQUENCE OF ACCIDENT EVENTS <table border="0"> <tr> <td> NON-COLLISION 01. Ran Off the Road 02. Jackknifed 03. Overtaking 04. Downhill Runaway 05. Cargo Loss or Shift 06. Explosion or Fire 07. Separation of Units 08. Crossed the Median/Center Line 09. Equipment Failure (Tires, etc.) 10. Other (Describe in Narrative) </td> <td> COLLISION 11. Pedestrian 12. Motor Vehicle in Transport 13. Parked Motor Vehicle 14. Train 15. Pedal Cycle (Bicycle, Tricycle, etc.) 16. Animal 17. Fixed Object 18. Work Zone Maintenance Equipment 19. Other Movable Object 20. Other (Describe in Narrative) </td> </tr> </table> </td> <td data-bbox="1339 1493 1453 1942"> NN. Block AA Bottom </td> </tr> </table>	GG. Block AA Top	SEQUENCE OF ACCIDENT EVENTS <table border="0"> <tr> <td> NON-COLLISION 01. Ran Off the Road 02. Jackknifed 03. Overtaking 04. Downhill Runaway 05. Cargo Loss or Shift 06. Explosion or Fire 07. Separation of Units 08. Crossed the Median/Center Line 09. Equipment Failure (Tires, etc.) 10. Other (Describe in Narrative) </td> <td> COLLISION 11. Pedestrian 12. Motor Vehicle in Transport 13. Parked Motor Vehicle 14. Train 15. Pedal Cycle (Bicycle, Tricycle, etc.) 16. Animal 17. Fixed Object 18. Work Zone Maintenance Equipment 19. Other Movable Object 20. Other (Describe in Narrative) </td> </tr> </table>	NON-COLLISION 01. Ran Off the Road 02. Jackknifed 03. Overtaking 04. Downhill Runaway 05. Cargo Loss or Shift 06. Explosion or Fire 07. Separation of Units 08. Crossed the Median/Center Line 09. Equipment Failure (Tires, etc.) 10. Other (Describe in Narrative)	COLLISION 11. Pedestrian 12. Motor Vehicle in Transport 13. Parked Motor Vehicle 14. Train 15. Pedal Cycle (Bicycle, Tricycle, etc.) 16. Animal 17. Fixed Object 18. Work Zone Maintenance Equipment 19. Other Movable Object 20. Other (Describe in Narrative)	NN. Block AA Bottom			
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5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Paul Olle
Claims Administrator

October 19, 2009

ANDRES HINJOSA
ELCO
PO BOX 350700
WESTMINSTER, CO 80035

RE: Claimant: Enterprise
Our File No.: [REDACTED]
Your File No.: 406178
Our Client: General Motors Company
Date/Event: 9/28/09
VIN: 1G1AT58H197 [REDACTED]

Dear [REDACTED]

I am writing to confirm our conversation of October 16, 2009 during which you agreed to allow us to inspect a 2009 Chevrolet Cobalt owned by Enterprise and retrieve data from the air bag system. I estimate the inspection will take about 2-3 hours.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM records information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle also records the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Vetronix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

If you have any additional questions about our upcoming inspection, you can contact me at 1.800.888.0164 Monday through Friday from 8:00 AM to 4:30 PM.

Sincerely,

Paul Olle

A Risk Management Services Company- One of the ACE Group of Companies

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Paul Olle
Claims Administrator

November 4, 2009

ANDRES HINJOSA
ELCO
PO BOX 350700
WESTMINSTER, CO 80035

RE: Claimant: [REDACTED]
 Our File No.: [REDACTED]
 Your File No.: 406178
 Our Client: General Motors LLC
 Date/Event: 9/28/2009
 Subject Vehicle: 2009 Chevrolet Cobalt
 VIN: 1G1AT58H197 [REDACTED]

Dear [REDACTED]

Enclosed is a copy of the data that was retrieved from the air bag module of the 2009 Chevrolet Cobalt.

Sincerely,

Paul Olle
Claims Administrator

CDR File Information

User Entered VIN	1G1AT58H197 [REDACTED]
User	Gary Burr
Case Number	679080
EDR Data Imaging Date	Thursday, October 29 2009
Crash Date	Saturday, September 26 2009
Filename	1G1AT58H197 [REDACTED].ACM.CDR
Saved on	Thursday, October 29 2009 at 09:10:49 AM
Collected with CDR version	Crash Data Retrieval Tool 3.3
Reported with CDR version	Crash Data Retrieval Tool 3.3
EDR Device Type	airbag control module
Event(s) recovered	Non-Deployment

IMPORTANT NOTICE: Robert Bosch LLC recommends that the latest production release of Crash Data Retrieval software be utilized when viewing, printing or exporting any retrieved data from within the CDR program. This ensures that the retrieved data has been translated using the most recent information including but not limited to that which was provided by the manufacturers of the vehicles supported in this product.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also may contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-The CDR tool displays time from Algorithm Enable (AE) to time of deployment command in a deployment event and AE to time of maximum SDM recorded vehicle velocity change in a non-deployment event. Time from AE begins when the first air bag system enable threshold is met and ends when deployment command criteria is met or at maximum SDM recorded vehicle velocity change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report can be that of the enable of one air bag system to the deployment time of another air bag system.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:

- significant changes in the tire's rolling radius
- final drive axle ratio changes
- wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

- the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- no data is received from the module sending the pre-crash data
- no module is present to send the pre-crash data

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.

-The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

-The Belt Switch Circuit is wired directly to the SDM.

Multiple Event Data

Associated Events Not Recorded	2
An Event(s) Preceded the Recorded Event(s)	Yes
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	Yes

System Status At AE

Vehicle Identification Number	**1AT58H*9*158038
Low Tire Pressure Warning Lamp (If Equipped)	Invalid
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	Invalid
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	66
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

Parameter	-2 sec	-1 sec
Reduced Engine Power Mode	OFF	OFF
Cruise Control Active (If Equipped)	Invalid	Invalid
Cruise Control Resume Switch Active (If Equipped)	Invalid	Invalid
Cruise Control Set Switch Active (If Equipped)	Invalid	Invalid

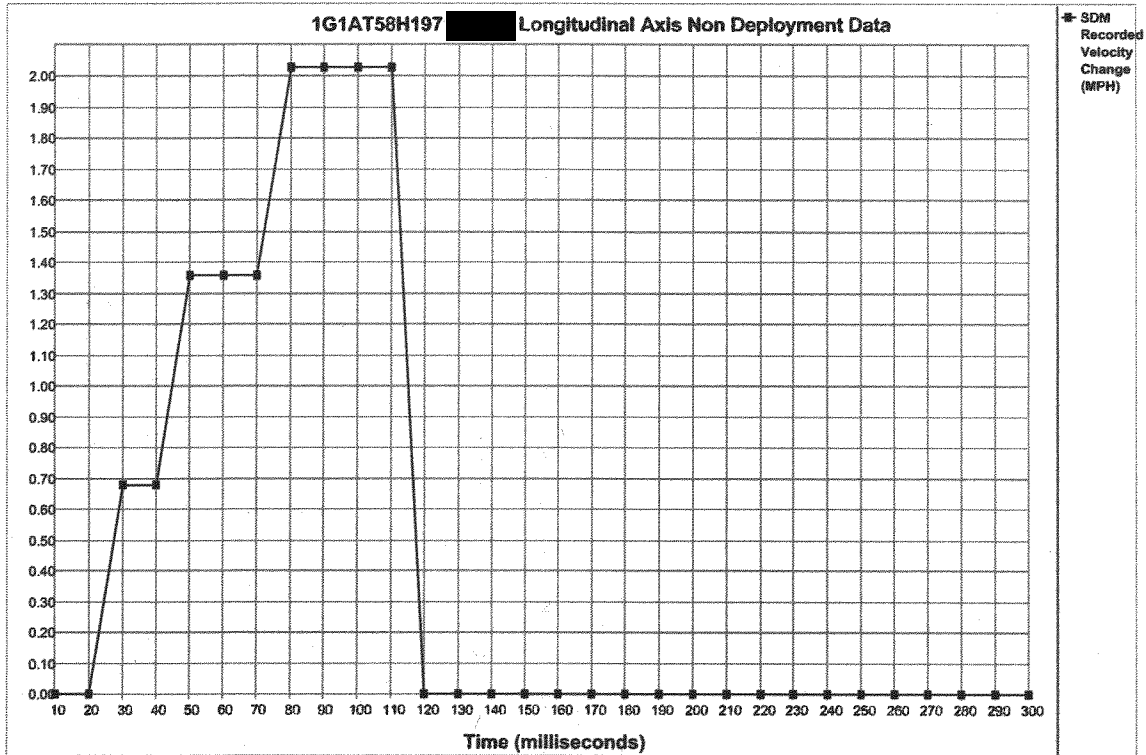
Pre-Crash Data

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	61	63	67	57	9
Engine Speed (RPM)	3904	5504	5504	2816	1024
Percent Throttle	100	100	30	23	18
Accelerator Pedal Position (percent)	100	100	0	0	0
Antilock Brake System Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Lateral Acceleration (feet/s ²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0

Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Non-Deployment

Ignition Cycles At Investigation	2565
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	2564
Ignition Cycles At Event	2565
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
Passenger's Belt Switch Circuit Status	UNBUCKLED
Automatic Passenger SIR Suppression System Validity Status at AE	Valid
Automatic Passenger SIR Suppression System Status at AE	Air Bag Suppressed
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	8.38
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	120
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Driver Anchor Pretensioner Deployment Loop Commanded (If Equipped)	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Passenger Anchor Pretensioner Deployment Loop Commanded (If Equipped)	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	No
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
SDM Longitudinal Axis Recorded Velocity Change (MPH)	0.00	0.00	0.68	0.68	1.36	1.36	1.36	2.03	2.03	2.03	2.03	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
SDM Longitudinal Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
SDM Lateral Axis Recorded Velocity Change (MPH)	0.00	0.68	1.36	2.03	3.39	4.07	4.74	6.10	6.78	7.46	7.46	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
SDM Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```

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$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 80 00 00 00 00 00 00
$06 00 0A 00 00 0A 00 05
$07 00 09 00 00 00 00 00
$08 91 56 00 00 00 00 00
$09 00 63 61 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F A1 00 00 00 00 00 00
$10 47 31 41 54 35 38 48
$11 31 39 37 31 35 38 30
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$14 00 00 00 00 00 00 00
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$1E 4F 00 00 4F 00 01 00
$1F 31 C1 00 00 00 00 00
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$21 FF FF 00 00 50 00 00
$22 00 CD 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
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$31 00 00 00 FE FE 00 00
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$37 00 00 00 03 04 00 E2
$38 76 00 00 00 03 C0 00
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$3D 31 41 54 35 38 48 00

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$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

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$04 3F 0A 00 00
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$06 FF FF 00 00
$07 42 54 00 00 00 00 52 FF FF FF FF FF FF FF FF
$08 FF FF 00 00
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$0E 3F 0A 00 00
$0F 41 4A 00 00 00 00 52 30 30 42 36 30 37 43 38 38
$10 3F 02 00 00
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$14 01 8B 30 09
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
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$24 31 41 FA FA FA FA FA
$25 32 41 FA FA FA FA FA

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\$26 32 41 FA FA FA FA FA
\$40 00 00
\$41 3F 30 00 62 00 1A
\$42 D0 E4
\$43 00 00 8E 80
\$44 D6 00 00 FC C0 C0
\$45 07 01 07 01 05 01
\$46 EC 1C 1C 64 28
\$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
\$48 18 08 08
\$B0 58
\$B1 FD FE 00
\$B2 FF FF FF FF FF
\$B4 41 53 30 30 30 35 32 32 31 4A 51 57 20 20 20 20
\$B7 50 AA 01 02 09
\$B8 44 45 84 03 03
\$C1 30 32 30 39
\$CA 30 32 30 39
\$CB 01 8C 93 75
\$CC 01 8C 93 75
\$D1 00 00
\$DB 00 00
\$DC 00 00

Comments

downloaded from dlc with battery booster
loc. nob hill body shop 415 arrawanna colo spring
present brad stolz,derek steele, don teakell
service eng lite stays on

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT



Service Request Detail

SR No.	71-771909624	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Initiate PAR- Collision
Address		City	Macarthur	Involved Dir	Lewis Chevrolet Company	Safety	Yes
State	WV ZipCd	Con Acct		Source	Phone	Updated	10/30/2009 12:56:25 PM
Serial #/VIN	1G1AL18F987	Model Year	2008	Priority	Medium	Owner	KINZERTH
Make	Chevrolet	Warr. Start	01/25/2008	Status	Open	Opened	10/29/2009 05:18:56 PM
Model	Cobalt	Mileage	26861	Sub-Status	Satisfied	Closed	
Abstract	Steering - Collision						
Customer Description	This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Insurance Agent	10/11/2009 03:00:00 PM	N	0	1	Asphalt	Dry	N/A	unknown
Insurance Agent First Name		Height	DOB	Disabilities				
		N/A	7/3/1983	N/A				
Insurance Agent Last Name		Phone #		Insurance Agency				
Tubbs	James	(877) 461-0012 x8084		Horace Mann Insurance Co.				
Incident Loc	Stanford West Virginia	Incident Desc	steering wheel locked and tried to turn in a curve and crashed to a hill					
Component	front grill, fog lamp, hood, panel, radiator, and front end in general.	Damage Desc	front end of veh destroyed.					
Vehicle Loc	with the owner	Add'l Info	Insurance Co. agent calling					
Empcy Svc Names	Raleigh County Sheriff's Office	Maint Loc	Lewis Chevrolet, Beckley West Virginia					

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	None
Vehicle Speed			Weather Condition	clear			Prop Owner	unknown
Last Service Date			Loc Last Service				Property Location	
Veh Est Repair Cost	\$5,940.00		Spec Equip Installer	n/a			Prop Damage Description	fence was damaged during collision - owner of fence has not filed claim for any damages however
Primary Veh Use	Personal		Inspection Type				Inspected By	Inspection Not Performed
Veh Damage Description	front end and underside of engine compartment						Inspection Date/Time	
							Explain Other	file forwarded to ESIS

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:59:25 PM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alarm		ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:57:42 PM	KINZERTH	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		ESIS - Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Vehicle owner claims single-vehicle collision due to steering failure - steering locked up and vehicle went forward over a curve and into an embankment

Insurance agent contact information:

James Tubbs

Horace Mann Insurance Co.

(877) 461-0012 x8084

Claim 75165e

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:39:19 PM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	10/30/2009 12:39:19 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:18:45 PM	KINZERTH	KINZERTH	Ownership Changed		Done	10/30/2009 12:18:45 PM	Service Request Ownership has changed FROM: MILLARGO TO: KINZERTH

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:18:33 PM	KINZERTH	KINZERTH	BRC PAR	Initial Contact-AVM	Done	10/30/2009 12:56:12 PM	DVM Name Bryan Stephens

	First Name	Account	BAC Code

The request number is 71-771908624
The customer's name is [REDACTED]
Current location of the vehicle is With customer
The dealer involved is Lewis Chevrolet
Located in Beckley, WV
The vehicle is a (year / make / model) 2008 Chevrolet Cobalt
The last 8 of the VIN are 87 [REDACTED]
The concern involved is Customer claims collision due to steering system failure -- PAR was notified of case by insurance agent -- file is being forwarded to ESIS for handling

Thaddeus Kinzen/PARI/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:16:26 PM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	10/30/2009 03:39:27 PM	Called [REDACTED]
Contact Last Name	Contact First Name		Account		BAC Code		

Spoke with Kenry, service manager at Lewis Chevrolet Company

- * Confirmed vehicle was repaired on 10/28/09 for steering concern (loose sensor connection) - condition would have cause vehicle to loose power steering but steering would not have locked up - repair was covered under warranty
- * No previous steering concerns
- * Vehicle not still at dealership

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:18:17 PM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- Phone	Done	10/30/2009 12:49:56 PM	Called [REDACTED]
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Spoke with insurance agent James Tubbs with Horace Mann Insurance Co.

- * Vehicle owner claims single-vehicle collision due to steering failure
- * Verified pre-par and completed par detail interview
- * No injuries
- * Property damage consists of fence that was struck by vehicle, however fence owner has filed no claim with insurance company and insurance agent has no further information
- * Insurance agent contact information:
James Tubbs
Horace Mann Insurance Co.
(877) 461-0012 x8084
Claim 78168e
- * Vehicle has already been repaired - insurance company paid \$4940.00 and customer paid \$1000 deductible
- * Insurance agent states vehicle steering has been repaired at dealer under warranty
- * Insurance agents report did not include vehicle speed at time of collision
- * CRS advised that file would be forwarded to ESIS for handling

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:18:10 PM	KINZERTH	KINZERTH	BRC PAR	Acknowledgement	Done	10/30/2009 12:45:59 PM	Called [REDACTED]

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments

See Initial

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:18:03 PM	KINZERTH	KINZERTH	Notify CRM		Done	10/30/2009 12:24:16 PM	File Assigned

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:17:56 PM	KINZERTH	KINZERTH	Research		Done	10/30/2009 12:25:35 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments

No previous SRs
No related repairs
No open recalls

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:17:35 PM	KINZERTH	KINZERTH	BRC PAR	Case Assigned	Done	10/30/2009 12:24:13 PM	Assigned to Thaddeus Kinzer x41039

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:17:29 PM	KINZERTH	MILLARGO	SR Opened		Done	10/30/2009 12:17:29 PM	SR in Status of Closed has been Re-Opened by KINZERTH

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/30/2009 12:17:28 PM	KINZERTH	MILLARGO	SR Closed - Satisfied		Done	10/30/2009 12:17:28 PM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/29/2009 05:41:05 PM	MILLARGO	KINZERTH	Escalation	Initiate PAR	Done	10/30/2009 12:17:22 PM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Received and assigned in PAR
Thaddeus Kinzer/PAR Workflow/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/29/2009 05:37:29 PM	MILLARGO	MILLARGO	Inbound Call Customer	Complex Request	Done	10/29/2009 05:41:04 PM	Alleged product allegation-Collision due to defect

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust sts: was driving his 2008 Cobalt and due to a defective steering wheel she crashed with a hill.

cust siks: "Insurance company agent called requesting the steps to follow from now"

cra adv : adv Insurance Co agent will need to fill a form

adv agent that the case will be escalated to a PAR specialist that will contact cust within 2 days aprox.

Nick Millera CAC / BA / T1 Lvl 1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M01	Inoperative	Steering - General

GM Vehicle Inquiry System Summary

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VIN :	1G1AL18F987
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VEHICLE INFORMATION

Merchandising Model :	1AL37 -2008 COBALT 2-DOOR LT COUPE			Warranty Start Date :		01/25/2008	
BARS Order Type :	50 - FLEET						
Delivering Dealer :	WALDEN FLEET GROUP, INC. 6 SYLVAN WAY PARSIPPANY , NJ 07054-3826			Selling Source :		13 - CHEVROLET	
				Site Code :		04681	
				Business Associate Code :		111571	
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	08224	2.0L, 2.2L, 2.4L ENGINE OIL LEAK - REF. TSB 08-06-01-017.	07/18/2008	See Bulletin
SB	09074	POLICIES FOR USED VEHICLES PURCHASED THRU GM AUCTIONS (REF. TSB 09-00-89-017)	04/01/2009	See Bulletin
EI	09116	INSUFF A/C COOLING, A/C COMPRESSOR NOISE/REFRIG/OIL LEAK (TSB 09-01-39-006)	05/13/2009	See Bulletin
EI	09266	IGNITION KEY STUCK IN IGNITION LOCK CYLINDER (REFERENCE PIE 0030)	10/26/2009	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
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11/3/2009

36/36000 BUMPER TO BUMPER LIMITED WARRANTY	01/25/2008	10 miles	01/25/2011	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	01/25/2008	10 miles	01/25/2014	100010 miles
48/48000 GM CERTIFIED USED LIMITED WARRANTY	01/25/2008	10 miles	01/25/2012	48010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	01/25/2008	10 miles	01/25/2013	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/25/2008	10 miles	01/25/2016	80010 miles
36/36000 FEDERAL EMISSION	01/25/2008	10 miles	01/25/2011	36010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
10/28/2009		#	N6600 - BRAKE SYSTEM/TRACTION CONTROL WIRING AND/OR CONNECTOR REPA	26891 miles
06/12/2009		#	B2724 - SUNROOF FRAME REPLACEMENT	24191 miles
04/21/2009		#	C9040 - FRONT SEAT BELT RETRACTOR REPLACEMENT	23362 miles
01/24/2008		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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11/3/2009

GM Vehicle Inquiry System

Claim History

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VIN :	1G1AL18F987 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		10/28/2009		Repair Order Number :		468187		Odometer Reading :		26891 miles	
Serviced By :	LEWIS CHEVROLET/OLDSMOBILE/CADILLAC PO BOX 1500 BECKLEY, WV 25802-1500 (304) 255-1555					Selling Source :		13 - CHEVROLET			
						Site Code :		09491			
						Business Associate Code :		117243			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
10/30/2009	53	01	#	N6600 - BRAKE SYSTEM/TRACTION CONTROL WIRING AND/OR CONNECTOR REPA		N/A	N/A	N/A	\$ 34.96	Y	

Repair Order Date :		06/12/2009		Repair Order Number :		461526		Odometer Reading :		24191 miles	
Serviced By :	LEWIS CHEVROLET/OLDSMOBILE/CADILLAC PO BOX 1500 BECKLEY, WV 25802-1500 (304) 255-1555					Selling Source :		13 - CHEVROLET			
						Site Code :		09491			
						Business Associate Code :		117243			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
06/16/2009	14	01	#	B2724 - SUNROOF FRAME REPLACEMENT		N/A	N/A	N/A	\$ 150.00	Y	

Repair Order Date :		04/21/2009		Repair Order Number :		458648		Odometer Reading :		23362 miles	
Serviced By :		LEWIS CHEVROLET/OLDSMOBILE/CADILLAC PO BOX 1500 BECKLEY, WV 25802-1500 (304) 255-1555				Selling Source :		13 - CHEVROLET			
						Site Code :		09491			
						Business Associate Code :		117243			
Cycle	Cycle	Case	Type	Labor Operation		Part		Auth	Person	Line	Comments

11/3/2009

Date	Nbr					Code	Code	Total	
04/28/2009	999	01	#	C9040 - FRONT SEAT BELT RETRACTOR REPLACEMENT	19169207 - BELT KIT	N/A	N/A	\$ 275.29	N

Repair Order Date :		01/24/2008		Repair Order Number :		A25152		Odometer Reading :		0 miles	
Serviced By :	AVIS RENT A CAR 6 SYLVAN WAY PARSIPPANY, NJ 07054-3826					Selling Source :		13 - CHEVROLET			
						Site Code :		99072			
						Business Associate Code :		126420			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
01/29/2008	869	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 77.14	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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11/3/2009

GM Vehicle Inquiry System

Vehicle Build

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VIN	1G1AL18F987
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VEHICLE BUILD

Merchandising Model :	1AL37 -2008 COBALT 2-DOOR LT COUPE		
Gross Vehicle Weight Rating :	1724 kg (3801 lb)	Order Number :	MMPQC0
Build Date :	01/24/2008	Build Plant :	187A

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AP9 - CONVENIENCE NET, CARGO	AR9 - DELUXE FRONT BUCKET SEAT
ASF - HEAD CURTAIN SIDE AIRBAGS, FRONT/REAR	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU0 - REMOTE KEYLESS ENTRY	AU3 - POWER DOOR LOCKS W/REMOTE KEYLESS ENTRY
BQ2 - AVIS BUDGET CAR RENTAL, LLC	B34 - FLOOR MATS, FRONT/REAR
B35 - REAR FLOOR MATS	B84 - BODY COLOR, BODYSIDE MOLDINGS
B9D - GM PRODUCTION WEEK #04	CF5 - POWER SUNROOF
C67 - ELECT. FRONT AIR CONDITIONER	DG7 - BODY COLOR POWER MIRRORS
DG9 - MIRROR I/S R/V TILT, DUAL READING LAMPS, VEH ACOMMUNICATION SYS CONT	DT4 - ASHTRAY AND LIGHTER
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FE9 - FEDERAL EMISSIONS
FLT - FLEET PROCESSING OPTION	FY1 - TRANS/AXLE 3.63 RATIO
IP2 - TRIM INTERIOR DESIGN	JM4 - ANTILOCK BRAKE SYSTEM
KA1 - FRONT SEAT HEATER	K34 - CRUISE CONTROL
K64 - 115 AMP GENERATOR	LOD - ASSEMBLY PLANT - LORDSTOWN, OHIO
L61 - 2.2L DOHC 4 CYL ENGINE	MN5 - 4 SPEED AUTO TRANSMISSION
MX0 - TRANSMISSION, 4 SPD AUTOMATIC	NT7 - FEDERAL EMISSION TIER 2

NW7 - TRACTION CONTROL	NZ0 - 16" MACHINED-FACE ALUMINUM WHEELS
N34 - 3 SPOKE LEATHER STEERING WHEEL	QLG - TIRE ALL P205/55R16-89H BW
RE8 - UPGRADE ORNAMENTATION	R6F - IDENTIFY B-CODE USERS
R9N - SEATS, FRONT BUCKET, LEATHER APPOINTED	TV5 - PERFORMANCE APPEARANCE PACKAGE *WHEELS, 16" ALUMINUM, MACHINE FACED (REPLACES STD/OPT WHEELS) *FOG LAMPS *CHROME EXHAUST TIP *REAR SPOILER *WHITE FACED GAUGES *LEATHER WRAP STEERING WHEEL, STEERING WHEEL AUDIO CONTROLS
T37 - FOG LAMPS	T43 - REAR SPOILER
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE)	UJ6 - TIRE PRESS INDICATOR
UK3 - LEATHER WRAP STEERING WHEEL, STEERING WHEEL AUDIO CONTROLS	UQ3 - AUDIO SYSTEM, HIGH PERFORMANCE WITH 7 PIONEER SPEAKERS
US8 - AM/FM STEREO, CD PLAYER & MP3 FORMAT	U2J - DELETE XM SATELLITE RADIO AM/FM STEREO, CD PLAYER (REPLACES STD/OPT RADIO)
VN9 - DAILY RENTAL REPURCHASE PROGRAM	VT7 - OWNERS MANUAL ENGLISH
VY7 - LEATHER SHIFT KNOB	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	1SZ - OPTION PACKAGE DISCOUNT
19I - EBONY	192 - EBONY
2LT - 2LT TRIM PACKAGE *WHEELS, 16" STYLED STEEL (REPLACES STD/OPT WHEELS) *1 YEAR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE) *ANTILOCK BRAKE SYSTEM *CONVENIENCE NET, CARGO *CRUISE CONTROL *BODY COLOR, BODYSIDE MOLDINGS	34U - RALLY YELLOW
6AP - FRONT SPRING	7AP - FRONT SPRING
8AB - REAR SPRING	9AB - REAR SPRING

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Joshua Preister
Claims Administrator

November 5, 2009

TERRY KEEN
PO BOX 721
MACARTHUR, WV 25873

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors Company
Date/Event: 10/01/2009
Subject vehicle: 2008 Chevrolet Cobalt
VIN: 1G1AL18F987 [REDACTED]

Dear [REDACTED]:

We are the third-party administrators on behalf of General Motors Company (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

5

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
11. Advise of any injuries.
12. Advise if there is any property damage other than the subject vehicle.
13. Advise the mileage for the subject vehicle.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Joshua Preister
Claims Administrator

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Joshua Preister
Claims Administrator

November 6, 2009

ATTN: JAMES TUBBS
HORACE MANN INSURANCE CO.
FAX: (919) 380-5994

RE: Claimant: [REDACTED]
Our File No.: [REDACTED] (Yours: 75166E)
Our Client: General Motors Company
Date/Event: 10/01/2009
Subject vehicle: 2008 Chevrolet Cobalt
VIN: 1G1AL18F987 [REDACTED]

Dear Mr. Tubbs:

We are the third-party administrators on behalf of General Motors Company (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

5

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
11. Advise of any injuries.
12. Advise if there is any property damage other than the subject vehicle.
13. Advise the mileage for the subject vehicle.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Joshua Preister
Claims Administrator

Douglas, Knight & Associates, Inc.
ATTN: Joseph Gordon - 112261
PO BOX 10517
Bradenton, FL 34282

Toll Free: 1-877-777-3521 x 2285
Phone: 941-744-1042 x 2285
Fax: 941-744-1202
Email: jgordon@douglasknight.com

ESIS
Attn: JOSHUA PREISTER
PO BOX 300
MAIL CODE 482 C19 B61
DETROIT, MI 48265

YOUR INSURED: GM
YOUR CLAIM NUMBER: [REDACTED]
YOUR POLICY NUMBER:
OUR CLIENT: The Horace Mann Companies

OUR CONTROL NUMBER: 64697-112261
DATE OF LOSS: 10/1/2009
AMOUNT OF CLAIM: \$5,940.26
BALANCE DUE: \$5,940.26

01/12/2010

Dear JOSHUA PREISTER,

Please be advised that we have been engaged by the above captioned client for subrogation as we have been advised that your insured was involved in the above loss with their insured. The information obtained through our investigation places the liability upon your insured for damages sustained to our client's insured. Enclosed you will find supporting documentation.

Please process this claim as soon as possible and mail your draft to the address listed above. Please make your draft made payable to Douglas, Knight & Associates A/S/O The Horace Mann Companies. If you have any questions, please feel free to call me at 1-877-777-3521.

Sincerely,

Joseph Gordon
Subrogation Specialist

For remittance purposes, Douglas, Knight & Associates, Inc. has a TAX ID/FEIN of 26-0024100

Fax. (a1) Letter Id: 530706 Page 1 of 1

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Joshua Preister
Claims Administrator

January 13, 2010

DOUGLAS, KNIGHT & ASSOCIATES INC.
ATTN: JOSEPH GORDON
PO BOX 10517
BRADENTON, FL 34282

RE: Claimant: [REDACTED]
Our File No.: [REDACTED] (Yours: 112261)
Our Client: General Motors Company
Date/Event: 10/01/2009
Subject vehicle: 2008 Chevrolet Cobalt
VIN: 1G1AL18F987 [REDACTED]

Dear Mr. Gordon:

We are the third-party administrators on behalf of General Motors Company (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

5

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
11. Advise of any injuries.
12. Advise if there is any property damage other than the subject vehicle.
13. Advise the mileage for the subject vehicle.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Joshua Preister
Claims Administrator

Douglas, Knight & Associates, Inc.
ATTN: Joseph Gordon - 112261
PO BOX 10517
Bradenton, FL 34282

Toll Free: 1-877-777-3521 x 2285
Phone: 941-744-1042 x 2285
Fax: 941-744-1202
Email: jgordon@douglasknight.com

ESIS
Attn: JOSHUA PREISTER
PO BOX 300
MAIL CODE 482 C19 B61
DETROIT, MI 48265

YOUR INSURED: GM
YOUR CLAIM NUMBER: [REDACTED]
YOUR POLICY NUMBER:
OUR CLIENT: The Horace Mann Companies

OUR CONTROL NUMBER: 64697-112261
DATE OF LOSS: 10/1/2009
AMOUNT OF CLAIM: \$5,940.26
BALANCE DUE: \$5,940.26

01/13/2010

Dear JOSHUA PREISTER,

As per your recent request our responses are as follows:

1. No expert report was done but the warranty repair invoice and color photos are attached.
2. No police report was made.
3. A copy of our drivers written statement is attached.
4. There was no indication of any issues prior to the loss occurring.
5. See #1
6. No after-market equipment was installed on the vehicle.
7. No modifications, alterations or changes were made to the vehicle.
8. No recall was made for this issue, however there are a significant amount of complaints for this selfsame issue noted to have been lodged.
9. The vehicle had not been involved in any prior accidents.
10. Proof of payment is attached.
11. No injuries were sustained in this incident.
12. There was damage to a fence but the owner of the fence is not currently known to our offices.
13. The vehicle had 26,861 miles on the date of loss.

Please let us know if there is any additional documentation required in order to resolve this matter.

Sincerely,

Joseph Gordon
Subrogation Specialist

For remittance purposes, Douglas, Knight & Associates, Inc. has a TAX ID/FEIN of 26-0024100

Enc. (acff) Letter Id: 530988 Page 1 of 1



November 06, 2009

[REDACTED]

MAC ARTHUR, WV [REDACTED]

Subject: Date of Loss: 10/01/2009
Our Claim: [REDACTED]

Dear [REDACTED]

We have been informed that you were involved in an accident that occurred on October 1st, 2009.

We need your statement of facts to properly determine the outcome of this claim, please answer each of the following questions listed below, then return it to me in the self addressed and stamped envelope enclosed. If you need more room to write, please use the back. Your prompt reply will be appreciated.

STATEMENT OF FACT

Your full Name: [REDACTED] Spouse name, if married: _____
Address: [REDACTED]
DOB 7/3/62 Occupation Student Bus. Phone _____ Res. Phone [REDACTED]
Drivers license # and state: [REDACTED]
Were you working at the time of the accident? NO
If so, please list your employer: _____
Address: _____ Phone: _____
Contact person: _____

List the color, make, model, year, and plate # of the vehicle you were driving. Chevrolet yellow
Cobalt 2008 Jessica (WV)

Are you the owner of the vehicle you were driving? NO if not, list the owner, address and phone # of the owner

[REDACTED] MacArthur WV [REDACTED] [REDACTED]



Horace Mann

Founded by Educators for Educators

Auto | Home | Life | Annuity

List their insurance company: _____
Name of insured: _____ Policy #: _____ Phone: _____

List all of the vehicles involved, the owners, addresses, and phone numbers: _____

What was the purpose of your trip at the time of the accident? Returning home after
School

Was the location rural, residential or commercial? residential

Was the road straight, curved, hilly, anything obstructing your vision? Please describe in detail. Curved very sharp left hand curve also this
section of road had no shoulder

What direction were the cars traveling? (Please give names of streets & the number of lanes)
North on Stanford Rd Rt

If at an intersection, were there stop signs or signal lights? Please describe. _____

What are the posted speed limits and how fast do you think each vehicle was traveling? 35 : 35

Describe the weather and the lighting. Were either a factor? Clear : Warm

Were your headlights on? yes

What signals did you use? (I.e. directional lights, blowing horn, etc.)

If this was a rear-end accident with multiple cars, please describe the sequence of impacts in order that they occurred and did any cars hit each other multiple times? _____

Describe the positions of the vehicles when the accident occurred, points of impacts to each, damage to each. _____



Horace Mann

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Auto | Home | Life | Annuity

Was the other driver talking on their cell phone, eating or doing other things that could be distracting?

Please describe _____

How long had you been awake that day: _____

9 hrs

Had you consumed alcohol or medication, describe: _____

NO

In your own words, please describe fully how the accident occurred.

I was going home from school on Stanford Rd. I started into a sharp curve and my steering just picked up and before I could react I went off the road thru a fence into a hay field used to keep goats.

(For additional space use other side)

How would you assess fault, to whom and why? If more than 1 driver was at fault, how would you apportion the liability?

I would assess fault to the fact that my steering failed while trying to make a very sharp curve.

Please give names, addresses and phone numbers of witnesses, if known. _____

Are you related to or do you know any party involved in the accident? Please explain. _____

If you took any photos at the scene of the accident, would you please send me copies? _____

Please list any additional details that you feel are important:

After the body shop repaired the damage to the front of the car they informed my dad that the steering on the car was not working. They took the car to the dealer and they repaired the steering a connection had come loose.

Please draw a picture of the accident. Also, please indicate the name of the streets, the directions (East, West, North & South) and course of each vehicle. Plus, please indicate the positions of the vehicles at the point of impact.

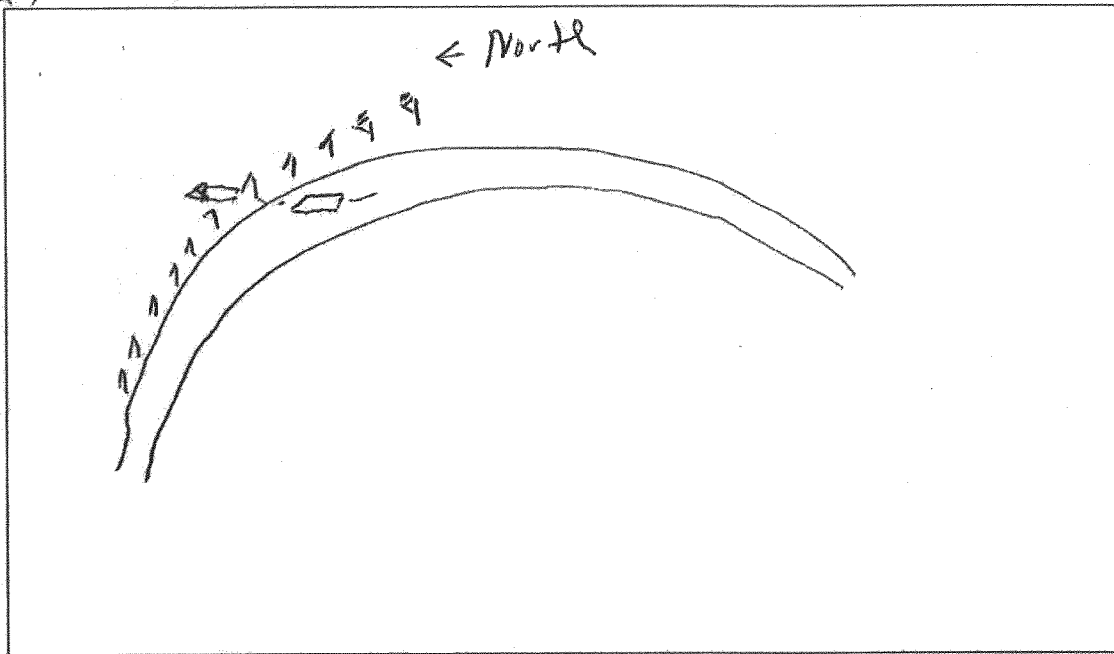
North



Horace Mann

Founded by Educators for Educators

Auto | Home | Life | Annuity



South

Thank you for taking the time to complete this questionnaire. Please sign and date below.

[Redacted Signature]

11-16-09

(Sign and Date Here)

Sincerely,

James Tubbs
Horace Mann Insurance Company
P.O. Box 962
Morrisville, NC 27560-0962
877-461-0012 Ext. 8084
Fax: 919-380-5994

State Mandated Insurance Fraud Warning, applicable in:

Page 4 of 5

James Tubbs

Eastern Auto

NOV 23 2009

HORACE MANN INSURANCE - EASTERN AUTO
P.O. BOX 962
MORRISVILLE, NC 27560
PHONE: (877) 461-0012 FAX: (919) 380-5994

*** SUPPLEMENT 3 ***

S3 10/05/2009 10:32 AM
10/29/2009 04:42 PM

Owner

Owner: [REDACTED]
Address: [REDACTED] Home/Day: [REDACTED]
City State Zip: MAC ARTHUR, WV [REDACTED] Cell: [REDACTED]
Email: none

Control Information

Claim #: [REDACTED] Insured Policy #: PA [REDACTED]
Loss Date/Time: 10/01/2009 08:00 AM Loss Type: Collision
Deductible: \$1,000.00
Ins. Company: Horace Mann Insurance
Agent: James Tubbs
Address: [REDACTED] Work/Day: (877)461-0012x8084
Email: tubbsj1@horacemann.com
Insured: [REDACTED] Home/Day: [REDACTED]
Address: [REDACTED]
Claim Rep: James Tubbs Work/Day: (877)461-0012x8084
Address: [REDACTED]
Email: tubbsj1@horacemann.com
Loss Payee: NONE

Inspection

Inspection Date: 10/05/2009 10:00 AM Inspection Type: Field
Inspection Location: 2 Brothers Collision Contact: Body Shop
Address: 4657 Robert C. Byrd Drive Work/Day: (304)255-3030
City State Zip: Beckley, WV 25801
Primary Impact: Front Secondary Impact:
Driveable: Yes Rental Assisted:
Assigned Date/Time: Received Date/Time: 10/05/2009 08:10 AM
First Contact Date/Time: Appointment Date/Time: 10/05/2009 08:00 AM
Appraiser Name: Tim Epling Appraiser License #: [REDACTED]
Address: P.O. Box 962 Work/Day: (304)807-0236
City State Zip: Morrisville, NC 27560 FAX: (888)267-9141
Email: tim.epling@horacemann.com FAX:
Orig Appraiser Name: Tim Epling Appraiser License #: [REDACTED]
Address: P.O. Box 962 Work/Day: (304)807-0236
City State Zip: Morrisville, NC 27560 FAX: (888)267-9141
Email: tim.epling@horacemann.com FAX:

Repairer

Repairer: TWO BROTHERS COLLISION Contact: MICHAEL SWEENEY
Address: 4657 ROBERT C. BYRD DRIVE Work/Day: (304)255-3030
City State Zip: BECKLEY, WV 25801 FAX: (304)255-0336
License #: [REDACTED] Regulation ID: 270115017

Target Complete Date/Time:

Days To Repair: 9

Remarks

ALL SUPPLEMENTS MUST BE APPROVED BY A HORACE MANN INSURANCE REPRESENTATIVE.
BODY SHOP TO CONTACT APPRAISER WITH QUESTIONS REGARDING DISCOUNTS/REPAIRS.
!!! EXCESSIVE RENTAL CHARGES CONTINUE TO INCREASE THE COST OF INSURANCE TO ALL
CONSUMERS. YOUR RENTAL ALLOWANCE IS BASED UPON A REASONABLE TIME TO REPAIR
YOUR VEHICLE. IF YOUR VEHICLE IS DRIVEABLE, PLEASE CONFIRM THE SHOP HAS THE
REQUIRED PARTS TO COMMENCE REPAIRS BEFORE LEAVING YOUR CAR AT THE SHOP.
NO ADDITIONAL RENTAL WILL BE ALLOWED BY THE COMPANY BEYOND WHAT IS
REASONABLE AND CUSTOMARY FOR THIS REPAIR !!!

Vehicle

2008 Chevrolet Cobalt LT 2 DR Coupe
4cyl Gasoline 2.2
4 Speed Automatic

Lic. Plate: [REDACTED]
Lic Expire: [REDACTED]
Prod Date: 01/2008
Veh Insp#: [REDACTED]
Condition:
Ext. Refinish: Two-Stage
Ext. Paint Code: Yellow

Lic State: WV
VIN: 1G1AL18F987 [REDACTED]
Mileage: 26,861
Mileage Type: Actual
Code: U2362B
Int. Refinish:
Int. Trim Code:

Options

AM/FM CD Player	Air Conditioning	Alarm System
Aluminum/Alloy Wheels	Bucket Seats	Center Console
Cruise Control	Dual Airbags	Floor Mats
Fog Lights	Head Airbags	Heated Front Seats
Intermittent Wipers	Keyless Entry System	Leather Seats
Leather Shift Knob	Leather Steering Wheel	Lighted Entry System
MP3 Player	Mud/Splash Guards	Power Brakes
Power Door Locks	Power Mirrors	Power Moonroof
Power Steering	Power Windows	Rear Spoiler
Rear Window Defroster	Rem Trunk-L/Gate Release	Strg Wheel Radio Control
Tachometer	Theft Deterrent System	Tilt Steering Wheel
Tinted Glass	Trip Computer	XM Satellite Radio

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ% B%	Hours	R
1	E	6	46	Cover,Front Bumper	19120183 GM Part	\$371.63	S1	1.7	SM
2	L	6	13	Cover,Front Bumper	Refinish			3.7	RF
				2.6 Surface					
				0.6 Two-stage setup					
				0.5 Two-stage					
3	E	22	46	Grille,Frt Bmpr Cvr LT	15246807 GM Part	\$29.27	S1	INC	SM
4	E	23	46	Grille,Frt Bmpr Cvr RT	15246803 GM Part	\$30.14	S1	INC	SM
5	E	30	#	Grille,Frt Bmpr Cvr	15276074 GM Part	\$25.33	S1	INC	SM
				# = 01, 46					
6	E	105		Defl,Front Bumper	15773839 GM Part	\$133.31	S1	INC	SM
7	E	18	46	Absorber,Front Energy	15214862 GM Part	\$59.89	S1	INC	SM
8	E	53	46	Grille Assembly	15274493 GM Part	\$144.26	S1	INC	SM
9	E	106		Brkt,Headlamp Mtg Pnl LT	16532519 GM Part	\$39.37	S1	INC	SM
10	E	67	46	Lamp Assembly,Fog LT	15162675 GM Part	\$161.03	S1	INC	SM
11	E	83	46	Panel,Hood	15258957 GM Part	\$245.69	S1	0.9	SM
				>> large bow in hood					
12	L	83		Panel,Hood	Refinish			5.0	RF
				2.9 Surface					
				1.5 Edge					
				0.6 Two-stage					
13	E	74	07	Crsnbr,Rad Panel Up	15934804 GM Part	\$227.54	S1	16.2	SM
14	L	74		Crsnbr,Rad Panel Up	Refinish			0.7	RF
				0.7 Surface					

15	E	1058	Brkt,Rad Support Upr LT	22692415 GM Part	\$16.54	S3	INC	SM
16	E	1059	Brkt,Rad Support Upr RT	22707611 GM Part	\$16.54	S3	INC	SM
17	EP	755	Radiator	Replace PXN	\$170.00		INC	SM
18	E	84	Supt,Rad Lower Mtg LT	22702290 GM Part	\$49.08	S1	INC	SM
19	E	85	Supt,Rad Lower Mtg RT	22702291 GM Part	\$49.08	S1	INC	SM
20	EP	753	Fan Assy,Eng Cooling	Replace PXN	\$136.00		INC	SM
21	E	69	Shield,Heat	15144061 GM Part	\$9.83	S3	INC	SM
22	N	629	A/C Evac Rechrq & Rcvr	Additional Labor			1.8	ME
23	EP	731	Condenser,A/C	Replace PXN	\$179.00		INC	ME
24	E	587	Cradle,Engine	15918781 GM Part	\$821.03	S1	4.6	ME
25	BR	103	Fender,Front LT	Blend Refinish			1.0	RF
				0.7 Blend				
				0.3 Two-stage				
26	BR	104	Fender,Front RT	Blend Refinish			1.0	RF
				0.7 Blend				
				0.3 Two-stage				
27	E	155	46 Skirt,Inner Fender LT	15845961 GM Part	\$33.81	S1	INC	SM
28	E	792	Filler,Splash Shield LT	15257055 GM Part	\$14.29	S3	0.2	SM
29	E	1683	Pipe,Trans Oil Cooler	15817233 GM Part	\$62.59	S3	0.2	ME
30	E	153	Reservoir,W/S Washer	22695010 GM Part	\$52.65	S1	0.1	SM
31	E	1028	Pump,Washer	22695015 GM Part	\$33.93	S3	INC	SM
32	SB		FOUR-WHEEL ALIGNMENT	Sublet Repair	\$75.00*			SM
			>> (cradle replace + LR tire off bead)					
33	N		CORROSION/E-COAT-1 PNL	Additional Labor	\$7.00*		0.5*	SM
34	EC		ANTIFREEZE REPLACEMENT	QUALITY REPL. PART	\$12.00*			SM
35	SB		MOUNT/BALANCE TIRE (1)	Sublet Repair	\$12.00*			SM
			>> LR Tire (grass in bead)					
36	SB		HAZARDOUS WASTE REMOVAL	Sublet Repair	\$4.00*			SM
37	I		Frame Set Up/Measure	Repair			2.0*	FR*
38	I		Bench Pull/align	Repair			2.0*	FR*
39	E		Positive Battery Cable	Replace OEM	\$33.45*	S3	1.0*	ME*
			>> Not in Audatex Part #889					

39 Items

MC Message

01	CALL DEALER FOR EXACT PART # / PRICE
07	STRUCTURAL PART AS IDENTIFIED BY I-CAR
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE
46	PRINTABLE ALTERNATE PARTS COMPARE

Estimate Total & Entries

Gross Parts	\$2,660.28	
Other Parts	\$504.00	
Paint Materials	\$296.40	
Parts & Material Total		\$3,460.68
Tax on Parts & Material	@ 6.000%	\$207.64
Labor	Rate Replace Hrs Repair Hrs Total Hrs	
Sheet Metal (SM)	\$42.00 19.1 0.5 19.6	\$823.20
Mech/Elec (ME)	\$60.00 5.8 1.8 7.6	\$456.00
Frame (FR)	\$50.00 4.0 4.0	\$200.00
Refinish (RF)	\$42.00 11.4 11.4	\$478.80
Paint Materials	\$26.00	
Labor Total	42.6 Hours	\$1,958.00
Tax on Labor	@ 6.000%	\$117.48
Sublet Repairs		\$91.00
Tax on Sublet	@ 6.000%	\$5.46
Towing		\$100.00
Gross Total		\$5,940.26
Less: Deductible		\$1,000.00-
Net Total		\$4,940.26
Actual Supplement Total	\$283.62	
Less: Previous Net Total		\$4,656.64-
Net Supplement Total		\$283.62

Alternate Parts Y/00/00/00/00/00 CUM 12/03/00/09/09 Zip Code: 25526 WV
Recycled Parts NOT APPLICABLE

Audatex Estimating 6.0.217 S3 10/29/2009 04:51 PM REL 6.0.217 DT 10/01/2009 DB 10/15/2009
Copyright (C) 2009 Audatex North America, Inc.

2.3 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

THIS IS NOT AN AUTHORIZATION TO REPAIR. AUTHORIZATION MUST COME FROM OWNER.
WE RESERVE THE RIGHT TO REINSPECT ANY ADDITIONAL DAMAGES BEFORE AUTHORIZING
SUPPLEMENTAL REPAIR CHARGES.

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A
LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR
INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN
PRISON.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS
THAT ARE NOT MANUFACTURED BY THE ORIGINAL MANUFACTURER OF THE VEHICLE OR BY
A MANUFACTURER AUTHORIZED BY THE ORIGINAL MANUFACTURER TO USE ITS NAME OR
TRADEMARK. THE USE OF AN AFTERMARKET CRASH PART MAY INVALIDATE ANY REMAINING
WARRANTIES OF THE ORIGINAL MANUFACTURER ON THAT CRASH PART.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = QUALITY REPL. PART	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = QLTY RECYCLED PART
TE = Partial Replace Price	PM = Replace PXN Reman/Rebld	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	



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Claim Number	Unit	Name (Role)	Reserve	PaymentType	Outstd Res.	Paym
75166E	2008CHEVCOBALT1G1/		COLL LOSS-C	NO SUBRO-LOS	\$0.00	\$4,55

ITEM	VALUE
Check Status	CLEARED
In Payment Of	Collision less deductible of:\$1,000.00
Mode of Payment	Check

Pay to the Order of	and Two Brothers Collision	No. MAN1000091620	\$ 4,556.64
Address	TWO BROTHERS COLLISION 4657 ROBERT C. BYRD DRIVE BECKLEY WV 25801 USA		
		Signature	<i>John Hancock</i>

☐ Print
☐ Table

☒ Done

Payment Details						
Claim Number	Unit	Name (Role)	Reserve	PaymentType	Outstd Res.	Paym
75166E	2000CHEVCOBALT1G17	[REDACTED]	COLL LOSS-C	NO SUBRO-LOS	\$0.00	\$10

ITEM	VALUE
Check Status	CLEARED
In Payment Of	Collision Supplement
Mode of Payment	Check

Pay to the	[REDACTED]	No. MAN 1000091829
Order of	[REDACTED]	\$100.00
Address	[REDACTED] MAC ARTHUR WV USA	
	Signature <i>John Hancock</i>	

☒ Done

Claim Number	Unit	Name (Role)	Reserve	PaymentType	Outstd Res.	Paym
75166E	2008CHEVCOBALT1G1/		COLL LOSS-C	NO SUBRO-LOS	\$0.00	\$20

ITEM	VALUE
Check Status	CLEARED
In Payment Of	Collision Supplement
Mode of Payment	Check

Pay to the	Two Brothers Collision	No. MAN1000091649
Order of		\$ 283.62
Address	TWO BROTHERS COLLISION 4657 ROBERT C. BYRD DRIVE BECKLEY WV 25801 USA	
	Signature <i>John Hancock</i>	

☐ Done

☒ Done



LEWIS CHEVROLET OLDSMOBILE CADILLAC

ONE PLAZA CENTER

BECKLEY, WEST VIRGINIA 25801

PHONE (304) 255-1555

1-800-344-5040

Serving Southern West Virginia Since 1930

www.lewisautomotive.com



CUSTOMER NO. 52151	ADVISOR AL BIRD	439	TAG NO. 539	INVOICE DATE 10/28/09	INVOICE NO. CVCS468187
MACARTHUR, WV	LABOR RATE 73.00	LICENSE NO.	MILEAGE 26,891	COLOR YELLOW/	STOCK NO. C90090P
	YEAR / MAKE / MODEL 08/CHEVROLET/COBALT/2DR CPE LT			DELIVERY DATE 03/20/09	DELIVERY MILES 22,770
	VEHICLE I.D. NO. 1 G 1 A L 1 8 F 9 8 7			SELLING DEALER NO.	PRODUCTION DATE 02/06/08
	F. T. E. NO.			P. O. NO.	R. O. DATE 10/28/09
BUSINESS PHONE	COMMENTS				

MO: 26891

JOB# 1 CHARGES

LABOR
J# 1 03CVZ15 I/P WARNING LAMPS HOURS: TECH(S):472 WARRANTY

CUSTOMER STATES: THE POWER STEERING LIGHT IS COMING ON AND
THE STEERING IS LOCKING UP AND NOT ABLE TO TURN THE STEERING
WHEEL CHECK AND ADVISE
CODE C0000 VEHICLE SPEED DATE INVALID
LOOSE CONNECTION AT OUTPUT SPEED SENSOR REPAIRED CONNECTION
AND CLEARED CODE

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS

☐ CASH ☐ CHECK ☐ CHARGE
☐ VISA ☐ MASTER CARD
☐ DISCOVER ☐ AMERICAN EXPRESS

TOTAL LABOR 0.00
 TOTAL PARTS 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G. ... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX 0.00

AN ASTERICK (*) INDICATES A LIFETIME SERVICE GUARANTEE PART
GUARANTEE INCLUDES PARTS AND LABOR.

TOTAL INVOICE \$ 0.00

SERVICE & BODY SHOP WARRANTY
GUARANTEE OF 12 MO. OR 12,000 MI., WHICHEVER OCCURS FIRST.
EXCEPTIONS OF CUSTOMER ABUSE. RUST REPAIRS NOT GUARANTEED!!

WE WANT YOU TO BE COMPLETELY SATISFIED WITH YOUR SERVICE
EXPERIENCE. IF YOU ARE NOT, PLEASE CONTACT ME.
KENNY MEADOR FOR SERVICE OR DAVE ATKINS FOR BODY SHOP.

CUSTOMER SIGNATURE

Eastern Auto

NOV 23 2009





DATE
01/08

MFD BY GENERAL MOTORS CORP.

GVWR
1723 KG
3798 LB

GAWR RR
831 KG
1831 LB

GAWR FRT
892 KG
1957 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR
VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN
EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

TYPE: PASS CAR

1G1AL18F987

243688-4













RELEASE OF PROPERTY DAMAGE CLAIM

File No: 6576-259-680287

Claims Administrator: Joshua Preister

KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, a representative of Douglas, Knight & Associates Inc. for Horace Mann Insurance Co. a/s/o [REDACTED] being of lawful age, for the sole consideration of four thousand, eight hundred dollars and zero cents (\$4,800.00) to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge General Motors LLC (GM), ESIS Corp. and all GM dealerships, and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, corporations, associations or partnerships of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage and the consequences thereof resulting or to result from the accident, or event which occurred on or about 10/01/2009 at or near Stanford, WV.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said releasees deny liability therefore and intend merely to avoid litigation and buy their peace.

The parties intend for this Agreement to be interpreted and effectuated so as to give GM the maximum protection allowed by law from claims, including contribution and indemnification claims, which relate to the subject matter. In accordance with the applicable law, this Agreement shall discharge GM (and its employee) and the Released Parties from all liability for contribution to any other tortfeasor. In addition, claimant(s) agrees to indemnify and hold the Released Parties harmless against any future or further exposure or payment with reference to the matters set forth in this Agreement, including, but not limited to, any litigation or claim, however presented, which may hereafter be instituted, presented or effected by or on behalf of claimant(s); or any relation, former spouse, friend, heir and/or beneficiary of claimant(s); or by any person seeking contribution, subrogation or indemnification in connection with the payment being made. It is understood that the intent of this Agreement is that claimant(s) will protect and hold the Released Parties harmless from any future or further payments or exposure with regard to the matters addressed in this Agreement.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

Signed, sealed and delivered this 28th day of January, 2010.

ATTENTION: READ BEFORE SIGNING

X [Signature] LS

A representative of Douglas, Knight & Associates Inc.

X _____ LS

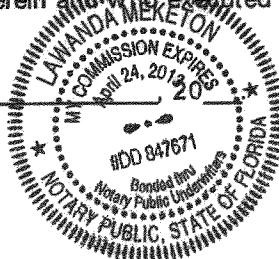
Witness

Witness

STATE OF FLORIDA)
COUNTY OF MANATEE)-SS

On the 28th day of January, 2010, before me personally appeared Emile Amarevek to me known to be the person(s) named herein and who executed the foregoing Release and they acknowledged to me that they voluntarily executed the same.

My term expires _____



[Signature]
Notary Public

PE10-005

GM

4/14/2010

ATTACHMENT

Q 03

Subject Legal

ATT

A solid black rectangular redaction box covering the text following "ATT".

Service Request Detail

SR No.	71-789398106	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Steering - Power Steering Pump /	Sub-Area	Initiate PAR- Collision
Address		City	New Orleans	Involved Dir	Banner of N.O., L.L.C.	Safety	Yes
State	LA ZipCd	Con Acct		Source	Phone	Updated	1/5/2010 05:22:19 PM
Serial #VIN	1G1AL55F267	Model Year	2006	Priority	Medium License # CHEVROL	Owner	SANCHERI
Make	Chevrolet	Warr. Start	05/19/2006	Status	Open	Opened	12/28/2009 07:16:28 PM
Model	Cobalt	Mileage	58000	Sub-Status	Dissatisfied	Closed	
Abstract	steering concern and airbag didnt deploy						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.31227 ***						

Pre-PAR

PAR-Notifier	NO	Incident Date/Time	12/19/2009 03:00:00 AM	Injuries	N	Other Veh #	0	People in Veh	1	Road Surface	Asphalt	Moist	Dry	Fire Report#	none	Police Report#	L-23308-09
Owner		Name		DOB	4/28/1990	Disabilities	none										
Insurance Agent Last Name	Boyd	Insurance Agent First Name	Lauren	Phone #		Insurance Agency	Progressive Company Insurance										
Incident Loc	Gentilly Blvd New Orleans LA																
Component	airbag did not deploy, no power steering mag as well																
Vehicle Loc	733 Jung Blvd New Orleans LA																
Emgcy Svc Names	New Orleans police dept																
Incident Desc	my son was driving the veh, he was making left turn, steering wheel locked up, veh spun, jumped, spun a couple of more times and went to crash a tree, with the driver side and the airbags didnt deploy and the back of the vehicle hit the fence																
Damage Desc	veh is totalled																
Add'l Info	all i have was liability so no claim was filed on that vehicle																
Maint Loc	BANNER CHEVROLET																

PAR Detail

Collision	Y	Non Collision		Property Damage	N	Thermal Evt	N	Spec Equip	none
Vehicle Speed	40	Weather Condition	clear	Prop Owner	Dillard University	Property Type	fence		
Last Service Date		Loc Last Service		Property Location	College	Prop Est Repair Cost	\$0.00		
Veh Est Repair Cost	\$0.00	Spec Equip Installer	na	Prop Damage Description	no estimate was made as of yet, they are probably filing that on my insurance.				
Primary Veh Use	Personal	Inspection Type	Steering and Suspension Sys	Inspected By	Inspection Not Performed	Inspection Date/Time			
Veh Damage Description	front back, and sides, all around damage			Explain Other	airbags				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/5/2010 05:22:37 PM	GARCIAJR	ESISSBQU	Escalation	ESIS - Property Damage	In Progress		Property damage - ESIS
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Dillard University fence - unk amt of dmg

Joe G/PAI/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/4/2010 02:04:35 PM	SANCHERI	SANCHERI	Inbound Call Customer	Complex Request	Done	1/4/2010 02:05:24 PM	guler
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

cust sts some one called me

crs sts i am not showing any update

cust sts someone called you

crs sts ma'am your file was sent to central claims and as of yet it has not been updated they will contact you within 7-10 business days

cust sts ok thanks

rita sanchez/ATX/PAI

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/4/2010 08:25:56 AM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	1/4/2010 08:25:56 AM	Ownership Escalated to BRC
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/4/2010 08:24:25 AM	SANCHERI	MARTIRAM	Notify CRM		Done	1/5/2010 05:22:36 PM	going to esls
Contact Last Name		Contact First Name		Account		BAC Code	

Comments:
going to esls

3rd party property damage

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/30/2009 11:58:38 AM	SANCHERI	SANCHERI	Inbound Call Dealer	Complex Request	Done	1/4/2010 08:22:58 AM	service manager
Contact Last Name		Contact First Name		Account		BAC Code	

Comments:
dir sts i was calling you back on the history
on this vehicle

crs sts yes the cabait

dir sts last time it was in was a transmission concern, they hit something, and a fuel leak and remotes and ignition key would not turn, oil change but not steering
or airbag concern

crs sts ok well this file is going over to central claims and they may be contacting you

dir sts ok thanks

rita sanchez.ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/30/2009 11:54:51 AM	SANCHERI	SANCHERI	Scheduled Follow-up		Done	1/4/2010 08:23:08 AM	to send to ESIS
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2009 06:40:08 PM	SANCHERI	SANCHERI	Scheduled Follow-up		Done	12/30/2009 11:21:41 AM	Initial

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

do initial contact

* contact dir and avm

rita sanchez/ATX/PAR

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2009 08:48:24 AM	MARTIRAM	SANCHERI	Ownership Changed		Done	12/29/2009 08:48:24 AM	Service Request Ownership has changed FROM: MIRANDJO TO: SANCHERI

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2009 08:48:15 AM	MARTIRAM	SANCHERI	BRC PAR	Initial Contact- Phone	Done	12/30/2009 11:48:55 AM	called

[REDACTED] First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments: [REDACTED]

cust sts my son was driving the veh. he was making left turn, steering wheel locked up, veh spun, jumped, spun a couple of more times and went to crash a tree. with the driver side and the airbags didnt deploy and the back of the vehicle hit the fence, he was not injured during this incident and we didnt file any claim on this because we only have liability on the vehicle

crs sts i am glad that your son was not injured the fence that was damaged are you being held responsible

cust sts yes we are it was the fence at the university

crs sts ok i understand what i will be doing is getting this file over to our central claims department they will contact you within 7-10 business days

cust sts ok thanks

rita sanchez/ATX/PAR

Confidential Comments: [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2009 09:48:12 AM	MARTIRAM	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	12/30/2009 10:48:39 AM	called
Contact Last Name	Contact First Name	Account	BAC Code				

left a msg for: Service Manager -

CRS adv: Calling on regards to an claim that was called in by an cust by the names of angela mitchell-. They have an 06 cobalt-. Calling to make dir aware of allegation and checking to see what dir knows of allegation non deployment

the last 8 of the 67702206, if you could contact me with any airbag history at 866-790-5600 x 31227

Rita Sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2009 09:48:09 AM	MARTIRAM	SANCHERI	BRC PAR	Initial Contact- AVM	Done	12/30/2009 11:53:22 AM	called Toben Robert 972-07 8387
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

This is Rita Sanchez calling from gm par dept.

Customer: angela mitchell

Service Request: 71-788398106

Vehicle Information: 06 chevy cobalt

Last 8 of the VIN: 67

Involved Dealership: Banner of N.O., L.L.C.

Nature of allegation: steering and airbag

CRS adv if you have any additional information pertaining to customer or vehicle please contact me at 1-866-790-5600 X 31227 If not then this is an FYI to let you know what is going on in your district.

Rita Sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2009 09:48:04 AM	MARTIRAM	SANCHERI	BRC PAR	Acknowledgement	Done	12/29/2009 08:39:58 PM	called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS adv: This message is for Angela mitchell-. This is Rita Sanchez calling from gm par dept in regards to the 06 cobalt -. Advised to call CRS back 866-790-5600 x 31227

Rita Sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2009 09:47:58 AM	MARTIRAM	SANCHER	Notify CRM		Done	12/29/2009 05:38:25 PM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2009 09:47:53 AM	MARTIRAM	SANCHER	Research		Done	12/29/2009 08:38:12 PM	Research VIN 1G1AL55F267

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS Performed VIN Scan
GMVIS: - Found No Open Recalls

VIN: -- Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2009 09:47:29 AM	MARTIRAM	SANCHER	BRC PAR	Case Assigned	Done	12/29/2009 08:37:45 PM	file assigned to Rita Sanchez ext 31227

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2009 09:47:18 AM	MARTIRAM	MIRANDJO	SR Opened		Done	12/29/2009 09:47:18 AM	SR in Status of Closed has been Re-Opened by MARTIRAM
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2009 09:47:15 AM	MARTIRAM	MIRANDJO	SR Closed - Dissatisfied		Done	12/29/2009 09:47:15 AM	Service Request has been Closed Dissatisfied.
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/28/2009 07:36:27 PM	MIRANDJO	MARTIRAM	Escalation	Initial PAR	Done	12/29/2009 09:47:11 AM	Assigning activity to PAR QUEUE
Contact Last Name		Contact First Name		Account		BAC Code	

Received and assigned in PAR. Ramiro MATX/Workflow Per

CRS advised that a person from the PAR Department will contact the customer within 2 business days.

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/28/2009 07:19:44 PM	MIRANDJO	MIRANDJO	Inbound Call Customer	Complex Request	Done	12/28/2009 07:35:26 PM	cust alleges that the veh crashed and none of the airbag deployed
Contact Last Name	Contact First Name	Account	BAC Code				

Cust States:

-have 2 - 2008 Cobalt
-on sat 12/19, my son was driving one of them, he was making left curve, steering wheel locked up, veh spun, and he went on a crash
-he was not injured but the car is now wrecked
-the airbag did not deployed as well
-same thing happened to me when I was driving the other one, however the msg "power steering" came on so it didn't do much damage on me
-I want to know if there is recall or issue on the power steering of 08 cobalt

VIN:1g1al55f267
MILEAGE:56k
PURCHASED:new

Cust Seeks:

-recall on power steering
-assistance for the repair

ORS Advise:

-customer that their information will be forwarded to the Product Allegation Department within the BRC.
-cust to make note of the SR# as reference for the call

Joy Miranda/Mia/CAC T1/LM 1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M30	Inoperative	Steering - Power Steering Pump / Brackets
C46	SIR - Did Not Deploy	Restraints - (SIR) - Driver Front

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1AL55F267
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VEHICLE INFORMATION

Merchandising Model :	1AL69 -2006 COBALT 4-DOOR LT SEDAN	Warranty Start Date :	05/19/2006
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BANNER CHEVROLET 5950 CHEF MENTEUR HWY NEW ORLEANS , LA 70126-5173 (504) 242-2000	Selling Source :	13 - CHEVROLET
		Site Code :	24023
		Business Associate Code :	114323
Service Contract :	Yes	Branded Title :	No
Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	06090	ENGINE FUEL INJECTORS - REPLACE	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.
--

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	05/19/2006	8 miles	05/19/2009	36008 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/19/2006	8 miles	05/19/2012	100008 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/19/2006	8 miles	05/19/2014	80008 miles
36/36000 FEDERAL EMISSION	05/19/2006	8 miles	05/19/2009	36008 miles
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	05/19/2006	8 miles	05/19/2011	60008 miles

CLAIM HISTORY

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R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/15/2008		#	L1200 - FUEL TANK FUEL PUMP MODULE REPLACEMENT	33488 miles
07/07/2008		#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	31251 miles
07/01/2008		#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	31044 miles
06/27/2008		#	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE	30698 miles
03/12/2007		#	V1553 - 06090 - INJECTOR, FUEL - REPLACE ALL	12776 miles
10/20/2005		1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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1/6/2010

GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -
Service Contract - Warranty Block - Branded Title

Help

VIN :

1G1AL55F267

CLAIM HISTORY

Repair Order Date :		09/15/2008		Repair Order Number :		256858		Odometer Reading :		33488 miles	
Serviced By :		BANNER CHEVROLET 5950 CHEF MENTEUR HWY NEW ORLEANS, LA 70126-5173 (504) 242-2000				Selling Source :		13 - CHEVROLET			
						Site Code :		24023			
						Business Associate Code :		114323			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
11/11/2008	951	01	#	L1200 - FUEL TANK FUEL PUMP MODULE REPLACEMENT		19168894 - MODULE KI		N/A	N/A	\$ 361.27	N

Repair Order Date :		07/07/2008		Repair Order Number :		254717		Odometer Reading :		31251 miles	
Serviced By :	BANNER CHEVROLET 5950 CHEF MENTEUR HWY NEW ORLEANS, LA 70126-5173 (504) 242-2000					Selling Source :		13 - CHEVROLET			
						Site Code :		24023			
						Business Associate Code :		114323			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
07/11/2008	916	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS		N/A		N/A	N/A	\$ 43.17	N

Repair Order Date :		07/01/2008		Repair Order Number :		254559		Odometer Reading :		31044 miles	
Serviced By :	BANNER CHEVROLET 5950 CHEF MENTEUR HWY NEW ORLEANS, LA 70126-5173 (504) 242-2000					Selling Source :		13 - CHEVROLET			
						Site Code :		24023			
						Business Associate Code :		114323			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments

1/6/2010

07/11/2008	916	01	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	22733523 - TRANSMITT	N/A	N/A	\$ 98.41	N
------------	-----	----	---	---	-------------------------	-----	-----	----------	---

Repair Order Date :		06/27/2008		Repair Order Number :		254466		Odometer Reading :		30698 miles	
Serviced By :		BANNER CHEVROLET 5950 CHEF MENTEUR HWY NEW ORLEANS, LA 70126-5173 (504) 242-2000				Selling Source :		13 - CHEVROLET			
						Site Code :		24023			
						Business Associate Code :		114323			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
07/11/2008	916	01	#	K5225 - CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE		15926820 - CONTROL		N/A	N/A	\$ 170.46	N

Repair Order Date :		03/12/2007		Repair Order Number :		237979		Odometer Reading :		12776 miles	
Serviced By :		BANNER CHEVROLET 5950 CHEF MENTEUR HWY NEW ORLEANS, LA 70126-5173 (504) 242-2000				Selling Source :		13 - CHEVROLET			
						Site Code :		24023			
						Business Associate Code :		114323			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
03/16/2007	778	01	#	V1553 - 06090 - INJECTOR, FUEL - REPLACE ALL		89060563 - INJECTOR		N/A	N/A	\$ 147.06	N

Repair Order Date :		10/20/2005		Repair Order Number :		A02206		Odometer Reading :		0 miles	
Served By :		BANNER CHEVROLET 5950 CHEF MENTEUR HWY NEW ORLEANS, LA 70126-5173 (504) 242-2000				Selling Source :		13 - CHEVROLET			
						Site Code :		24023			
						Business Associate Code :		114323			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
10/25/2005	633	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 101.13	N

CHECK HISTORY

Vehicle Has No Associated Check History.	
--	--

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GM Vehicle Inquiry System

Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN	1G1AL55F267
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VEHICLE BUILD

Merchandising Model :	1AL69 - 2006 COBALT 4-DOOR LT SEDAN		
Gross Vehicle Weight Rating :	1730 kg (3815 lb)	Order Number :	JNSCRK
Build Date :	10/20/2005	Build Plant :	167A

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AR9 - DELUXE FRONT BUCKET SEAT
B34 - FLOOR MATS	B35 - REAR FLOOR MATS
C67 - ELECT. FRONT AIR CONDITIONER	DG7 - BODY COLOR POWER MIRRORS
DT4 - ASHTRAY AND LIGHTER	FE1 - SUSPENSION SYSTEM-SOFT RIDE
FE9 - FEDERAL EMISSIONS	FY1 - TRANS/AXLE 3.63 RATIO
IPC - INTERIOR TRIM DESIGN	JM4 - 4-WHEEL ANTI-LOCK BRAKE SYSTEM
K64 - 115 AMP GENERATOR	LOD - ASSEMBLY PLANT - LORDSTOWN, OHIO
L61 - 2.2L DOHC 4 CYL ENGINE	MN5 - 4 SPEED AUTO TRANSMISSION
MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE	NP5 - LEATHER WRAPPED STEERING WHEEL
NT7 - FEDERAL EMISSION TIER 2	NW7 - TRACTION CONTROL
PF7 - 15" ALUMINUM WHEELS	QTU - P195/60R15 TOURING BW TIRES
R6P - PREMIUM PAINT	SLM - STOCK ORDERS
T37 - DELUXE FOG LAMPS	UK3 - LEATHER WRAPPED STEERING WHEEL
UQ3 - PIONEER 7 SPKR AMPLIFIED SYSTEM	US8 - AM/FM STEREO W/CD & MP3 (REPLACES STD/OPT RADIO)
V73 - STATEMENT OF VEHICLE CERT.-U.S./CANADA	ILT - 1LT BASE PACKAGE
1SZ - OPTION PACKAGE DISCOUNT	14C - GRAY
14I - GRAY	41U - BLACK
6AR - FRONT SPRING	7AR - FRONT SPRING
8AA - REAR SPRING	9AA - REAR SPRING

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1/6/2010

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Bryan Schwartz
Claims Administrator

January 13, 2010

[REDACTED]
New Orleans, LA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors LLC
Date/Event: 12/19/09
Subject vehicle: 2006 Chevrolet Cobalt
VIN: 1G1AL55F267 [REDACTED]

Dear [REDACTED]

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

***** IF INSURANCE COMPANY OR AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING*****

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

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6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.
11. Advise of any injuries.
12. Advise if there is any property damage other than the subject vehicle.
13. Advise the mileage for the subject vehicle.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Bryan Schwartz
Claims Administrator

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P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Bryan Schwartz
Claims Administrator

March 22, 2010

[REDACTED]
New Orleans, LA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors LLC
Date/Event: 12/19/09
Subject vehicle: 2006 Chevrolet Cobalt
VIN: 1G1AL55F267 [REDACTED]

Dear [REDACTED]

This will have reference to the above product liability claim that you filed with General Motors LLC (GM).

I have thoroughly reviewed the documentation provided to date in support of your claim. However, our file reflects that we have not been provided with your specific technical documentation, which supports your theory of liability as being that of GM.

Correspondence that was sent to you on January 13, 2010 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Bryan Schwartz
Claims Administrator